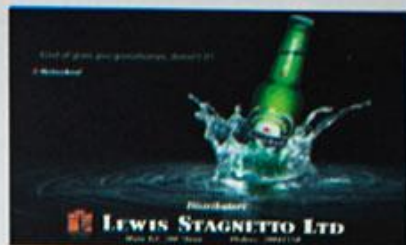


GIBRALTAR CHRONICLE



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Gonzalez is accepted as a member of the English Kennel Club

Elizabeth Gonzalez, International Dog Judge, has been accepted as a member of the UK's official kennel club 'The Kennel Club'. This is the oldest recognised kennel club in the world and membership of the Kennel Club consists of a maximum of 1500 UK Members plus 100 Overseas Members with a small number of Honorary and Honorary Life Members. To become a member candidates must be proposed and seconded by members of the Club, with final election vested in the General Committee by ballot.

(Continued on page 3)



ROLE MODEL: Chris Walker inspires the youngsters with his collection of medals and gave vivid accounts on how he achieved them. The children were in awe and had a glint in their eyes that could take them to similar heights if they apply the same commitment levels. (See copy on back page) Pic: Johnny Bugajs

Govt unveils plans for two new housing estates



The Gibraltar Government will today unveil conceptual designs for two new housing estates named after Sir Joshua Hassan and Sir Bob Peliza. Brochures for Hassan

Centenary Terraces and Bob Peliza Mews will be available as from today at the showroom at 190 Main Street, which will also have plans on display. (Continued on page 2)

Ombudsman launches health complaints website

by Alice Mascarenhas

The Gibraltar Ombudsman's GHA complaints procedure - the Complaints Handling Scheme - Health (CHS) - is now fully operational, with its website launched last week.

Throughout most of last year the Office of the Ombudsman developed its complaint handling system and procedure to deal with complaints against the Gibraltar Health Authority (GHA) for which they are now responsible.

Ombudsman Mario Hook said this service is now regulated by the Gibraltar Public Services Ombudsman to ensure objectivity and independence in the investigation and resolution of complaints.

"All complaints relating to the GHA are now being lodged with the CHS whose aim is for an early and speedy resolution thus providing the complainant with the best possible service," he said.

"However, in cases where the CHS is not able to resolve a complaint, they advise the complainant of the option to lodge a complaint with the Ombudsman for a formal investigation and in-depth of that complaint."

Back in April 2015 the Ombudsman took over the handling of complaints against the GHA and since then have received 59 complaints and 17 enquiries. Out of those 59 complaints, 21 have been resolved through informal action whilst

five have been settled after thorough investigation.

"In order to comply with Government policy and at the same time maintain the high standard of independence enjoyed by the Gibraltar Ombudsman, the Ombudsman deemed it necessary to develop a scheme that would be the entry portal for all complaints against the GHA," said Mr Hook.

But although the CHS operates under the auspices of the Ombudsman, the relationship, he explained, remained "at arm's length".

"The CHS is not able to transfer or provide the Ombudsman with any information relating to a complaint without the ex (Continued on page 2)



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