



**Fiona McLeod, ANZOA Chair**  
Energy and Water Ombudsman (Victoria)  
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23 July 2011

Mr Evan Holley  
Small Business and Deregulation Branch  
Department of Innovation, Industry, Science and Research  
By email: [smallbusiness@innovation.gov.au](mailto:smallbusiness@innovation.gov.au)

Dear Mr Holley

I write on behalf of the Australian and New Zealand Ombudsman Association (ANZOA), the peak body for Ombudsmen in Australia and New Zealand.

While we understand that the 30 June 2011 deadline for submissions to the *Options Paper: Resolution of Small Business (business-to-business) disputes* has passed, we wish to acknowledge your department's decision that use of the term Ombudsman is not appropriate for the role envisaged for the resolution of small business (business-to-business) disputes.

ANZOA continues to have significant concerns about misuse of the term Ombudsman.

We thank you for consulting us and for your subsequent decision to name this role correctly.

Yours sincerely

A handwritten signature in cursive script that reads 'Fiona McLeod'.

**Fiona McLeod**  
**Chair**

cc. Matthew McLeay: [Matthew.McLeay@innovation.gov.au](mailto:Matthew.McLeay@innovation.gov.au)