
TABLE OF CONTENTS

<i>Acknowledgements</i>	v
<i>List of Contributors</i>	ix
<i>Introduction</i>	xv
MICHAEL ADLER	
Part 1: Contextual Changes and Their Implications for Administrative Decision Making	1
1. The Changing Context of Governance: Implications for Administration and Justice.....	3
ANDREW GAMBLE (CAMBRIDGE) AND ROBERT THOMAS (MANCHESTER)	
2. Delivering Choice and Administering Justice: Contested Logics of Public Services	25
JOHN CLARKE, JANET NEWMAN (OPEN UNIVERSITY) AND MORAG MCDERMONT (BRISTOL)	
3. Developments in E-government	47
HELEN MARGETTS (OXFORD) AND MARTIN PARTINGTON (BRISTOL)	
4. The Audit Society: Helping to Develop or Undermine Trust in Government?	73
IRVINE LAPSLEY (EDINBURGH) AND JEREMY LONSDALE (NATIONAL AUDIT OFFICE)	
5. Changes in Human Rights	97
DAVID FELDMAN (CAMBRIDGE)	
Part 2: Conceptual Issues and Analytic Approaches	127
6. Understanding and Analysing Administrative Justice	129
MICHAEL ADLER (EDINBURGH)	
7. The Organisation of Administrative Justice Systems: The Role of Political Mistrust	161
ROBERT A KAGAN (CALIFORNIA, BERKELEY)	
8. A Cultural Analysis of Administrative Justice	183
SIMON HALLIDAY (STRATHCLYDE) AND COLIN SCOTT (UNIVERSITY COLLEGE, DUBLIN)	

Table of Contents

9. Through the Eyes of Bureaucrats: How Front-line Officials Understand Administrative Justice	203
MARC HERTOOGH (GRONINGEN)	
Part 3: Public–Private Issues.....	227
10. Towards the Horizontal Effect of Administrative Justice Principles	229
DAWN OLIVER (UNIVERSITY COLLEGE, LONDON)	
11. Where and How Should the Private Sector Ombudsman Be Seen in the Administrative Justice Landscape?	249
WALTER MERRICKS (FORMERLY CHIEF OMBUDSMAN, FINANCIAL OMBUDSMAN SERVICE)	
Part 4: Comparative Perspectives on Administrative Justice	269
12. Administrative Justice in Australia.....	271
ROBIN CREYKE (AUSTRALIAN NATIONAL UNIVERSITY)	
13. Administrative Justice from a Continental European Perspective.....	301
ALBERTJAN TOLLENAAR AND KO DE RIDDER (GRONINGEN)	
14. Administrative Justice in a Scandinavian Legal Context: From a Liberal and a Social State to a Market State or a Milieu State.....	321
CARSTEN HENRICHSEN (COPENHAGEN)	
Part 5: Current Developments in Administrative Justice in the UK	351
15. Grievances, Remedies and the State—Revisited and Re-appraised	353
PATRICK BIRKINSHAW (HULL)	
16. A Holistic Approach to Administrative Justice?	383
TOM MULLEN (GLASGOW)	
17. Joining Up Citizen Redress in UK Central Government.....	421
PATRICK DUNLEAVY, SIMON BASTOW, JANE TINKLER, SOFIA GOLDCHLUK AND ED TOWERS (LONDON SCHOOL OF ECONOMICS)	
18. Current Developments in the UK—Complaints Procedures and Ombudsmen	457
JACKIE GULLAND (STIRLING)	
19. Current Developments in the UK: System Building—From Tribunals to Administrative Justice.....	483
BRIAN THOMPSON (LIVERPOOL)	
Index.....	517