The Importance of Proper Apologies

Peter Tyndall, Ombudsman

‘Sorry Doesn’t Have to be the Hardest Word...’
‘I'm very sorry. I take my friendships with people of all cultures very seriously and I apologise for offending or hurting anyone with my childish and inexcusable mistake. I was a kid then and I am a man now who knows my responsibility to the world and to not make that mistake again. Ignorance has no place in our society and I hope the sharing of my faults can prevent others from making the same mistake in the future. I thought long and hard about what I wanted to say but telling the truth is always what's right.’

- Justin Bieber, singer
‘You should never ruin an apology with an excuse’

— Benjamin Franklin
‘You never really understand another person until you consider things from his point of view - until you climb inside of his skin and walk around in it.’

-To Kill A Mockingbird - Harper Lee
'I attended the bedside of a friend who was dying in a Dublin hospital. She lived her last hours in a public ward with a television blaring out a football match, all but drowning our final conversation. I have since come to believe that in hospital, aesthetics are as important as function, and that an aesthetic environment automatically leads to good practice and better care’

- Gabriel Byrne, Actor (A Good Death: report by the Office of the Ombudsman)
'As a family we should have been given the truth that would have allowed us in the last few weeks of her life to support and assist her in coming to terms with her prognosis. Instead we were trying to get her to eat, make her stronger and giving her hope’

- Complainant: (A Good Death Investigation)
'This was my father; he was a unique human being. After helping to save 3 other lives, it seems to us he was simply put to one side and given no more thought.'

- Complainant
‘Because you speak to me in words and I look at you with feelings’

-Leo Tolstoy, Anna Karenina. 
‘Fairness, Independence, Innovation, Customer Focus, Empathy’

- Office of the Ombudsman Values
‘I now wish to make the personal acknowledgement that you were right and I was wrong’

- Abraham Lincoln to General U.S. Grant (July 13, 1863, mid-Civil War)