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Nota di contenuto	The changing context of governance : implications for administration and justice / Andrew Gamble and Robert Thomas -- Delivering choice and administering justice : contested logics of public services / John Clarke, Janet Newman -- Developments in E-Government / Helen Margetts and Martin Partington -- The audit society : helping to develop or undermine trust in government / Irvine Lapsley and Jeremy Lonsdale -- Changes in human rights / David Feldman -- Understanding and analysing administrative justice / Michael Adler -- The organisation of administrative justice systems : the role of political mistrust / Robert A. Kagan -- A cultural analysis of administrative justice / Simon Halliday and Colin Scott -- Through the eyes of bureaucrats : how front-line officials understand administrative justice / Marc Hertoch -- Towards the horizontal effect of administrative justice principles / Dawn Oliver -- Where and how should the private

sector ombudsman be seen in the administrative justice landscape? / Walter Merricks -- Administrative justice in Australia / Robin Creyke -- Administrative justice from a continental european perspective / Albertjan Tollenaar and Ko de Ridder -- Administrative justice in a Scandinavian legal context : from a liberal and a social state to a market state or a milieu state / Carsten Henrichsen -- Grievances, remedies and the state : revisited and re-appraised / Patrick Birkinshaw -- A holistic approach to administrative justice? / Tom Mullen -- Joining up citizen redress in UK central government / Patrick Dunleavy ... [et al.]. -- Current developments in the UK : complaints procedures and ombudsmen / Jackie Gulland -- Current developments in the UK : system building : from tribunals to administrative justice / Brian Thompson

Part 1: Contextual Changes and Their Implications for -- Administrative Decision Making -- 1. The Changing Context of Governance: Implications -- for Administration and Justice -- ANDREW GAMBLE (CAMBRIDGE) AND ROBERT THOMAS (MANCHESTER) -- 2. Delivering Choice and Administering Justice: Contested Logics -- of Public Services -- JOHN CLARKE, JANET NEWMAN (OPEN UNIVERSITY) AND -- MORAG MCDERMONT (BRISTOL) -- 3. Developments in E-government -- HELEN MARGETTS (OXFORD) AND MARTIN PARTINGTON (BRISTOL) -- 4. The Audit Society: Helping to Develop or Undermine -- Trust in Government? -- IRVINE LAPSLEY (EDINBURGH) AND JEREMY LONSDALE -- (NATIONAL AUDIT OFFICE) -- 5. Changes in Human Rights -- DAVID FELDMAN (CAMBRIDGE) -- Part 2: Conceptual Issues and Analytic Approaches -- 6. Understanding and Analysing Administrative Justice -- MICHAEL ADLER (EDINBURGH) -- 7. The Organisation of Administrative Justice Systems: -- The Role of Political Mistrust -- ROBERT A KAGAN (CALIFORNIA, BERKELEY) -- 8. A Cultural Analysis of Administrative Justice -- SIMON HALLIDAY (STRATHCLYDE) AND COLIN SCOTT -- (UNIVERSITY COLLEGE, DUBLIN) -- 9. Through the Eyes of Bureaucrats: How Front-line Officials -- Understand Administrative Justice -- MARK HERTOGH (GRONINGEN) -- Part 3: Public-Private Issues -- 10. Towards the Horizontal Effect of Administrative Justice -- Principles -- DAWN OLIVER (UNIVERSITY COLLEGE, LONDON) -- 11. Where and how should the Private Sector Ombudsman -- Be Seen in the Administrative Justice Landscape? -- WALTER MERRICKS (FORMERLY CHIEF OMBUDSMAN, FINANCIAL -- OMBUDSMAN SERVICE) -- Part 4: Comparative Perspectives on Administrative Justice -- 12. Administrative Justice in Australia -- ROBIN CREYKE (AUSTRALIAN NATIONAL UNIVERSITY) -- 13. Administrative Justice from a Continental European Perspective -- 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 -- CARSTEN HENRICHSEN (COPENHAGEN) -- Part 5: Current Developments in Administrative Justice in the UK -- 15. Grievances, Remedies and the State-Revisited and Re-appraised -- PATRICK BIRKINSHAW (HULL) -- 16. A Holistic Approach to Administrative Justice? -- TOM MULLEN (GLASGOW) -- 17. Joining up Citizen Redress in UK Central Government -- 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 -- JACKIE GULLAND (STIRLING) -- 19. Current Developments in the UK: System Building- From -- Tribunals to Administrative Justice -- BRIAN THOMPSON (LIVERPOOL)

into five parts, each of which contains articles on a particular aspect of administrative justice. The first part deals with the impact of 'contextual changes' on administrative justice and considers the implications of changes in governance and public administration, management and service delivery, information technology, audit and accounting, and human rights for administrative justice. The second part deals with conceptual issues and describes a number of competing approaches to the administrative justice. The third part deals with the application of administrative justice principles to private law disputes while the fourth part deals with the distinctive characteristics of administrative justice in three other jurisdictions. The final part deals with current developments in administrative justice and the book concludes with a discussion of legislative and policy developments in the UK. The general approach of the book is socio-legal and interdisciplinary. The chapters adopt a variety of disciplinary perspectives, including those derived from political science, public policy, social policy, accounting and information technology as well as from law. Although most of the contributors are academics, some are practitioners. For these reasons, the book should be of interest to lawyers, particularly those with interests in administrative law, and to social scientists, particularly those with interests in public administration, public policy and public management

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