



Scottish Public Services Ombudsman Act 2002

2002 asp 11

^{F1}Complaints handling procedures: promotion of best practice etc.

Textual Amendments

- F1** Ss. 16A-16G and cross-heading inserted (1.8.2010) by [Public Services Reform \(Scotland\) Act 2010](#) (asp 8), **ss. 119**, 134(7); S.S.I. 2010/221, art. 3(2), sch.

16G Complaints handling procedures: promotion of best practice etc.

- (1) The Ombudsman must—
- monitor practice and identify any trends in practice as respects the way in which listed authorities handle complaints,
 - promote best practice in relation to such complaints handling,
 - encourage co-operation and the sharing of best practice among listed authorities in relation to complaints handling.
- (2) A listed authority must co-operate with the Ombudsman in the exercise of the function in subsection (1).
- (3) The duty in subsection (2) does not apply to the extent that—
- the listed authority lacks the necessary powers (other than by virtue of this Act) to ensure compliance with the duty, or
 - the duty is inconsistent with any other enactment.]

Changes to legislation:

There are currently no known outstanding effects for the Scottish Public Services Ombudsman Act 2002, Cross Heading: Complaints handling procedures: promotion of best practice etc..