



Scottish Public Services Ombudsman Act 2002

2002 asp 11

[^{F1}Listed authorities: complaints handling procedures

[^{F1}16B Model complaints handling procedures

- (1) The Ombudsman may publish model complaints handling procedures for listed authorities.
- (2) A model complaints handling procedure (referred to in this Act as a “model CHP”) must comply with the statement of principles.
- (3) The Ombudsman may publish different model CHPs for different purposes.
- (4) Before publishing a model CHP the Ombudsman must consult such listed authorities or groups of listed authorities as the Ombudsman thinks fit.
- (5) The Ombudsman may from time to time revise and re-publish any model CHP; and in doing so subsection (4) applies.
- (6) Where a model CHP is revised and re-published by virtue of subsection (5), section 16C has effect with the following modifications—
 - (a) any specification under subsection (1) of that section in relation to the model CHP continues in effect as a specification in relation to the revised and re-published model CHP,
 - (b) any other reference to a model CHP is to the model CHP as revised and re-published,
 - (c) subsection (3) of that section is omitted.
- (7) The Ombudsman may withdraw any model CHP at any time; and any specification under section 16C(1) in relation the model CHP ceases to have effect.]

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.

Changes to legislation:

Scottish Public Services Ombudsman Act 2002, Section 16B is up to date with all changes known to be in force on or before 24 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- Sch. 2 para. 37A inserted by [2007 asp 3 Sch. 5 para. 27](#) (This amendment not applied to legislation.gov.uk. Sch. 5 para. 27 repealed (31.1.2011) by 2010 asp 8, sch. 4 Pt. 2; S.S.I. 2011/30, art. 3(1), Sch. 1)
- sch. 2 para. 32ZA inserted by [2023 asp 6 sch. 2 para. 1\(2\)](#)