

These notes refer to the Public Services Ombudsman Act (Northern Ireland) 2016 (c.4) which received Royal Assent on 19 February 2016

Public Services Ombudsman Act (Northern Ireland) 2016

EXPLANATORY NOTES

COMMENTARY ON CLAUSES

Part 3: Complaints Handling Procedure

Section 36: Obligation for listed authority to have complaints handling procedure

A listed authority must have a complaints handling procedure which complies with the statement of principles.