

*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

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## EXPLANATORY NOTES

### COMMENTARY ON CLAUSES

#### **Part 3: Complaints Handling Procedure**

##### ***Section 38: Obligation for listed authority to comply with model CHPs***

Where the NIPSO specifies a listed authority to which a model CHP is relevant then the authority, when notified of this, must ensure that its procedure complies with the model CHP and send a description of its procedure to the NIPSO within 6 months.