



Public Services Ombudsman (Wales) Act 2005

2005 CHAPTER 10

PART 2

INVESTIGATION OF COMPLAINTS [F1RELATING TO LISTED AUTHORITIES]

Miscellaneous

33 Publicity for complaints procedures

- (1) A listed authority must take reasonable steps to provide information to the public about—
 - (a) the right to make a complaint to the Ombudsman in respect of the authority,
 - (b) the right of the authority to refer a complaint to the Ombudsman,
 - (c) the time limits for making and referring complaints to the Ombudsman, and
 - (d) how to contact the Ombudsman.
- (2) In particular, information about the matters specified in subsection (1) must be included in or provided with—
 - (a) any document published by the listed authority which contains information about—
 - (i) relevant services provided by the authority to members of the public,
or
 - (ii) the procedures of the authority for dealing with complaints, and
 - (b) any document issued by the listed authority in responding to a complaint made to it by a person who might be entitled to make the complaint to the Ombudsman.
- (3) The Ombudsman may issue guidance to listed authorities with respect to the discharge of their functions under this section.

Changes to legislation: There are currently no known outstanding effects for the Public Services Ombudsman (Wales) Act 2005, Section 33. (See end of Document for details)

- (4) A listed authority must have regard to guidance given by the Ombudsman under subsection (3).
- (5) “Relevant service” has the meaning given in section 7.
- [^{F1}(8) This section applies to a care home provider (see section 34R), a domiciliary care provider (see section 34S) or an independent palliative care provider (see section 34T) as it applies to a listed authority.
- (9) But in its application in accordance with subsection (8), the reference to “relevant services” in subsection (2)(a)(i) is to be read as a reference to the matters to which Part 2A applies (see section 34A).]

Textual Amendments

- F1** S. 33(8)(9) inserted (6.4.2016) by [Regulation and Inspection of Social Care \(Wales\) Act 2016 \(anaw 2\)](#), s. 188(1), [Sch. 3 para. 59](#); S.I. 2016/467, art. 2

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