



Public Services Ombudsman (Wales) Act 2005

2005 CHAPTER 10

PART 2

INVESTIGATION OF COMPLAINTS [^{F1}RELATING TO LISTED AUTHORITIES]

Complaints

4 Who can complain

- (1) The persons entitled to make a complaint to the Ombudsman [^{F1}under this Part] are—
- (a) a member of the public (in this [^{F2}Part] referred to as “the person aggrieved”) who claims or claimed to have sustained injustice or hardship in consequence of a matter which the Ombudsman is entitled to investigate under sections 7 to 11;
 - (b) a person authorised by the person aggrieved to act on his behalf;
 - (c) if the person aggrieved is not capable of authorising a person to act on his behalf (for example because he has died), a person who appears to the Ombudsman to be appropriate to act on behalf of the person aggrieved.
- (2) “Member of the public” means any person other than a listed authority acting in its capacity as such.
- (3) It is for the Ombudsman to determine any question of whether a person is entitled under this section to make a complaint to him.

Textual Amendments

- F1** Words in s. 4(1) inserted (1.11.2014) by [Social Services and Well-being \(Wales\) Act 2014 \(anaw 4\)](#), s. 199(2), [Sch. 3 para. 16\(a\)](#); S.I. 2014/2718, art. 2(b)

Changes to legislation: *There are currently no known outstanding effects for the Public Services Ombudsman (Wales) Act 2005, Section 4. (See end of Document for details)*

F2 Word in s. 4(1)(a) substituted (1.11.2014) by [Social Services and Well-being \(Wales\) Act 2014 \(anaw 4\)](#), s. 199(2), [Sch. 3 para. 16\(b\)](#); S.I. 2014/2718, art. 2(b)

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