

*These notes refer to the Public Services Ombudsman (Wales)
Act 2019 (c.3) which received Royal Assent on 22 May 2019*

PUBLIC SERVICES OMBUDSMAN (WALES) ACT 2019

EXPLANATORY NOTES

INTRODUCTION

Part 4

Section 38 - Model complaints-handling procedures: specification of listed authorities

149. This section enables the Ombudsman to specify any listed authority to which a model CHP is relevant. A specified listed authority must have a complaints handling procedure that complies with the relevant model CHP. A listed authority must submit its complaints handling procedure to the Ombudsman, within 6 months of being specified under section 38(1).
150. The listed authority may, with the Ombudsman's consent, modify aspects of the model CHP if this is necessary for its effective operation (section 38(4)).
151. A specification can be revoked by the Ombudsman at any time (section 38(6)).