



Public Services Ombudsman (Wales) Act 2019

2019 anaw 3

PART 4

LISTED AUTHORITIES: COMPLAINTS-HANDLING PROCEDURES

40 Submission of complaints-handling procedure: general

- (1) A listed authority must submit its complaints-handling procedure to the Ombudsman if the Ombudsman so directs; and must do so within three months beginning with the day the listed authority receives the Ombudsman's direction or such other period as the Ombudsman may direct.
- (2) The time limits in sections 38(3) and 39(5) are subject to any time limits that apply in a direction given under subsection (1).
- (3) When a listed authority has submitted its complaints-handling procedure to the Ombudsman under this Act or otherwise, the authority must provide such additional information in relation to that procedure as the Ombudsman may request; and must do so within such period as the Ombudsman directs.

Commencement Information

II S. 40 in force at 23.7.2019 by S.I. 2019/1096, reg. 2

Changes to legislation:

Public Services Ombudsman (Wales) Act 2019, Section 40 is up to date with all changes known to be in force on or before 13 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

- Act modified by [2023 asc 3 Sch. 2 para. 6](#)
- Act modified by [2023 asc 3 Sch. 12 para. 7\(2\)](#)

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 65(7)(f) inserted by [2022 c. 30 Sch. 10 para. 6\(2\)\(a\)](#) (Welsh language text)
- s. 65(7)(f) inserted by [2022 c. 30 Sch. 10 para. 6\(2\)\(b\)](#) (English language text)