

*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 35: Statement of principles*

The NIPSO must consult Ministers and others on a draft statement of principles concerning complaints handling procedures and have regard to any representations made. The NIPSO must then lay a draft statement of principles before the Assembly for approval and, subject to that approval, publish it. A similar process applies to any revision of the principles.