



2016 CHAPTER 4

PART 2

INVESTIGATIONS

Power of investigation

Purposes of investigation

- 11** The purposes of an investigation are—
- (a) to ascertain if—
 - (i) the matter properly warrants investigation, and
 - (ii) the allegations contained in a complaint are in substance true,
 - (b) where it appears to the Ombudsman to be desirable, to bring about a settlement, including by recommending that—
 - (i) action be taken by the person aggrieved or listed authority, or
 - (ii) the listed authority make a payment to the person aggrieved, and
 - (c) in the case of an investigation under—
 - (i) section 8(4)(a), to ascertain if there is systemic maladministration,
 - (ii) section 8(4)(b), to ascertain if there is systemic injustice.

Commencement Information

- II** S. 11 wholly in operation at 1.4.2018; s. 11(a)(b) in operation at 1.4.2016 see s. 64(1); s. 11(c) in operation at 1.4.2018 see s. 64(5)(c)

Changes to legislation:

There are currently no known outstanding effects for the Public Services Ombudsman Act (Northern Ireland) 2016, Section 11.