



2016 CHAPTER 4

PART 2

INVESTIGATIONS

Procedure for making complaint to the Ombudsman

Complaints handling procedure to be invoked and exhausted

24.—(1) The Ombudsman may investigate a complaint under section 5 only if satisfied that the person aggrieved has invoked and exhausted the listed authority's complaints handling procedure.

(2) But the Ombudsman may investigate a complaint despite the requirements of this section not being met, if there are special circumstances which make it proper to do so.

Changes to legislation:

There are currently no known outstanding effects for the Public Services Ombudsman Act (Northern Ireland) 2016, Section 24.