



2016 CHAPTER 4

PART 2

INVESTIGATIONS

Procedure for making complaint to the Ombudsman

Meaning of exhausting the complaints handling procedure

27 A complaints handling procedure is exhausted when—

- (a) a final decision is made on the complaint,
- (b) it is determined not to deal with the complaint, or
- (c) it is determined not to deal any further with the complaint.

Changes to legislation:

There are currently no known outstanding effects for the Public Services Ombudsman Act (Northern Ireland) 2016, Section 27.