



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.