

### **2016 CHAPTER 4**

# PART 3

## COMPLAINTS HANDLING PROCEDURE

## Meaning of complaints handling procedure

**34** In this Act "complaints handling procedure" is the procedure of a listed authority for examining complaints in respect of matters which the Ombudsman may investigate.

## **Changes to legislation:**

There are currently no known outstanding effects for the Public Services Ombudsman Act (Northern Ireland) 2016, Section 34.