

Status: Point in time view as at 24/05/2021.

Changes to legislation: There are currently no known outstanding effects for the Public Services Ombudsman Act (Northern Ireland) 2016, Section 38. (See end of Document for details)



2016 CHAPTER 4

PART 3

COMPLAINTS HANDLING PROCEDURE

Obligation for listed authority to comply with model CHPs

38.—(1) The Ombudsman may specify a listed authority to which a model CHP is relevant, and must notify the authority accordingly.

(2) Where a listed authority has been notified in accordance with subsection (1)—

- (a) the listed authority must ensure that there is a complaints handling procedure which complies with the model CHP,
- (b) the authority must submit a description of the complaints handling procedure, having taken account of the relevant model CHP, within 6 months of the specification.

(3) A listed authority may, with the consent of the Ombudsman, modify the application of the model CHP which is relevant to it, but only to the extent that is necessary for the effective operation of the procedure by the authority.

(4) The Ombudsman may revoke a specification at any time.

Commencement Information

II S. 38 in operation at 24.5.2021 by [S.R. 2021/113](#), [art. 3](#)

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