



2016 CHAPTER 4

PART 3

COMPLAINTS HANDLING PROCEDURE

Promotion of best practice etc.

- 42.—**(1) The Ombudsman must—
- (a) monitor practice and identify any trends in practice as respects the way in which listed authorities handle complaints,
 - (b) promote best practice in relation to such complaints handling,
 - (c) encourage co-operation and the sharing of best practice among listed authorities in relation to complaints handling.
- (2) A listed authority must co-operate with the Ombudsman in the exercise of the function in subsection (1).
- (3) The duty in subsection (2) does not apply to the extent that—
- (a) the listed authority lacks the necessary powers (other than by virtue of this Act) to ensure compliance with the duty, or
 - (b) the duty is inconsistent with any other statutory provision.