

*These notes refer to the Public Services Ombudsman (Wales)
Act 2005 (c.10) which received Royal Assent on 7 April 2005*

PUBLIC SERVICES OMBUDSMAN (WALES) ACT 2005

EXPLANATORY NOTES

COMMENTARY ON SECTIONS

Part 2: Investigation of Complaints

Power of investigation

Section 3: Alternative resolution of complaints

23. [Section 3](#) provides the Ombudsman with a wide power to take steps to resolve complaints without proceeding to a formal investigation. The power is available to the Ombudsman to use instead of or in addition to the power to investigate.