



Public Services Ombudsman (Wales) Act 2019

2019 anaw 3

PROSPECTIVE

PART 1

INTRODUCTION

VALID FROM 23/07/2019

1 Overview

- (1) This Part of the Act is an overview of the main provisions of the Act.
- (2) Part 2 provides for the continuation of the role of the Ombudsman.
- (3) Part 3 makes provision for—
 - (a) the Ombudsman to investigate listed authorities;
 - (b) who can make and refer complaints to the Ombudsman;
 - (c) the matters that may be investigated by the Ombudsman;
 - (d) the procedures that apply to the Ombudsman's investigations;
 - (e) the Ombudsman's powers to deal with obstruction and contempt;
 - (f) the Ombudsman to prepare reports of investigations;
 - (g) the Ombudsman to issue guidance to listed authorities about good administrative practice;
 - (h) listed authorities to compensate persons aggrieved.
- (4) Part 4 makes provision for—
 - (a) the Ombudsman to publish a statement of principles about the complaints-handling procedures of listed authorities, and the Assembly procedure that applies to the statement of principles;

Status: Point in time view as at 22/05/2019. This version of this provision is not valid for this point in time.

Changes to legislation: Public Services Ombudsman (Wales) Act 2019, Section 1 is up to date with all changes known to be in force on or before 10 September 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details)

- (b) the Ombudsman to publish model complaints-handling procedures for listed authorities;
 - (c) requiring a listed authority to comply with a model complaints-handling procedure that applies to the listed authority;
 - (d) the Ombudsman to declare that the complaints-handling procedure of a listed authority does not comply with the model complaints-handling procedure;
 - (e) the Ombudsman to promote best practice in relation to complaints-handling.
- (5) Part 5 makes provision for—
- (a) the Ombudsman to investigate social care providers and palliative care providers;
 - (b) who can make and refer complaints to the Ombudsman about social care and palliative care;
 - (c) the social care and palliative care matters that may be investigated by the Ombudsman;
 - (d) the procedures that apply to the Ombudsman's investigations into social care and palliative care;
 - (e) the Ombudsman to prepare reports of investigations into social care and palliative care.
- (6) Part 6 makes supplementary provision for—
- (a) the Ombudsman to work with other ombudsmen and commissioners etc. in relation to investigations;
 - (b) the disclosure and protection of information and publications in relation to investigations.
- (7) Part 7 makes miscellaneous provision, including adding the Ombudsman to Schedule 6 to the Welsh Language Standards (No. 2) Regulations 2016 and a requirement for the review of the operation of this Act by the Assembly.

Status:

Point in time view as at 22/05/2019. This version of this provision is not valid for this point in time.

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