



2016 CHAPTER 4

PART 2

INVESTIGATIONS

*Procedure for complaint referred to the Ombudsman*

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**28.—**(1) Complaints referred to the Ombudsman must—

- (a) have been made to the listed authority within 12 months of the day on which the person aggrieved first had notice of the matters alleged in the complaint, and
- (b) be referred to the Ombudsman within six months of the day on which the complaint was made to the listed authority.

(2) But the Ombudsman may investigate a complaint, despite the requirements of this section not being met, if there are special circumstances which make it proper to do so.