



2016 CHAPTER 4

PART 2

INVESTIGATIONS

Procedure for making complaint to the Ombudsman

Duty to inform person aggrieved about the Ombudsman

25.—(1) This section applies where a listed authority's complaints handling procedure is exhausted.

(2) The authority must, within 2 weeks of the day on which the complaints handling procedure is exhausted give the person aggrieved a written notice stating—

- (a) that the complaints handling procedure is exhausted, and
- (b) that the person aggrieved may, if dissatisfied, refer the complaint to the Ombudsman.

(3) A notice under subsection (2) must—

- (a) inform the person aggrieved of the time limit for referring the complaint to the Ombudsman, and
- (b) provide details of how to contact the Ombudsman.