



2016 CHAPTER 4

PART 2

INVESTIGATIONS

Procedure for complaint referred to the Ombudsman

Procedure for complaint referred to the Ombudsman

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.

Changes to legislation:

There are currently no known outstanding effects for the Public Services Ombudsman Act (Northern Ireland) 2016, Section 28.