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STATUTORY INSTRUMENTS

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**1996 No. 1297**

**The Commissioner for Complaints  
(Northern Ireland) Order 1996**

*Investigations by the Commissioner*

**Purposes of investigation**

- 11.** The purposes of the investigation by the Commissioner shall be —
- (a) to ascertain if the matters alleged in the complaint—
    - (i) may properly warrant investigation by him under this Order;
    - (ii) are, in substance, true; and
    - (iii) disclose any maladministration by or on behalf of the body concerned; and
  - (b) where it appears to the Commissioner to be desirable—
    - (i) to effect a settlement of the matter complained of; or
    - (ii) if that is not possible, to state what action should in his opinion be taken by the body concerned to effect a fair settlement of that matter or by that body or by the person aggrieved to remove, or have removed, the cause of the complaint.