

2021 No. 113 (C. 2)

**NORTHERN IRELAND PUBLIC SERVICES
OMBUDSMAN**

**The Public Services Ombudsman Act (Northern Ireland) 2016
(Commencement) Order (Northern Ireland) 2021**

Made - - - - *28th April 2021*

Coming into operation - *24th May 2021*

In exercise of the powers conferred by section 64(6) of the Public Services Ombudsman Act (Northern Ireland) 2016(a), the Northern Ireland Assembly Commission makes the following Order:

Citation and commencement

1. This Order may be cited as the Public Services Ombudsman Act (Northern Ireland) 2016 (Commencement) Order 2021 and shall come into operation on 24th May 2021.

2. In this Order “the Act” means the Public Services Ombudsman Act (Northern Ireland) 2016.

Appointed Day

3. The day appointed for the coming into operation of Part 3 (other than section 34) of the Public Services Ombudsman Act (Northern Ireland) 2016 is 24th May 2021.

Signed by authority of the Assembly Commission on 28th April 2021.

Lesley Hogg
Clerk to the Assembly

EXPLANATORY NOTE

(This note is not part of the Order)

This Order brings into operation on 24th May 2021 sections 35 to 42 of the Public Services Ombudsman Act (Northern Ireland) 2016:

- Sections 35 and 36 of the 2016 Act provides that the Ombudsman must publish a statement of principles concerning complaints handling procedures of listed authorities and obliges listed authorities to comply with those statement of principles;

- Sections 37 and 38 of the 2016 Act makes provision for the Ombudsman to publish a model complaints handling procedure and may specify that a listed authority comply with the model complaints handling procedure;
- Section 39 of the 2016 Act provides that the Ombudsman can make a declaration of non-compliance of a complaints handling procedure in specified circumstances;
- Section 40 of the 2016 Act makes provision requiring submission of a complaints handling procedure by a listed authority, if the Ombudsman so directs;
- Section 41 of the 2016 Act specifies the circumstances where the duties in section 36 and 38 do not apply; and
- Section 42 of the 2016 Act provides that the Ombudsman must monitor, promote and encourage best practice in relation to complaints handling.

The other provisions of the Act came into operation as specified in section 64 of the Act.

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