



Public Services Ombudsman (Wales) Act 2019

2019 anaw 3

PART 4

LISTED AUTHORITIES: COMPLAINTS-HANDLING PROCEDURES

41 Complaints-handling procedures: promotion of best practice etc

- (1) The Ombudsman must—
- monitor practice and identify any trends in practice as respects the way in which listed authorities handle complaints,
 - promote best practice in relation to such complaints-handling, and
 - encourage co-operation and the sharing of best practice among listed authorities in relation to complaints-handling.
- (2) A listed authority must co-operate with the Ombudsman in the exercise of the function in subsection (1).
- (3) But the Ombudsman may not require a listed authority to co-operate under subsection (2)—
- if the listed authority lacks the necessary powers (other than by virtue of this Act) to co-operate under subsection (2);
 - if co-operating under subsection (2) requires the listed authority to act inconsistently with any enactment (including any code, guidance, scheme or other document made under any enactment) that applies to the listed authority.

Commencement Information

11 S. 41 in force at 23.7.2019 by S.I. 2019/1096, reg. 2

Changes to legislation:

Public Services Ombudsman (Wales) Act 2019, Section 41 is up to date with all changes known to be in force on or before 10 May 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

- Act modified by [2023 asc 3 Sch. 2 para. 6](#)
- Act modified by [2023 asc 3 Sch. 12 para. 7\(2\)](#)

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 65(7)(f) inserted by [2022 c. 30 Sch. 10 para. 6\(2\)\(a\)](#) (Welsh language text)
- s. 65(7)(f) inserted by [2022 c. 30 Sch. 10 para. 6\(2\)\(b\)](#) (English language text)