



Public Services Ombudsman (Wales) Act 2019

2019 anaw 3

PART 6

INVESTIGATIONS: SUPPLEMENTARY

Consultation and co-operation

67 Working collaboratively with Commissioners

- (1) This section applies if it appears to the Ombudsman that—
 - (a) a complaint, or
 - (b) a matter the Ombudsman is considering investigating under section 4 or 44, relates to or raises a matter which could be the subject of an investigation by the Children's Commissioner for Wales, the Commissioner for Older People in Wales or the Welsh Language Commissioner (the “connected matter”).
- (2) If the Ombudsman considers it appropriate, the Ombudsman must inform the relevant Commissioner about the connected matter.
- (3) If the Ombudsman considers that the matter is a matter into which the Ombudsman is entitled to conduct an investigation (the “Ombudsman matter”), the Ombudsman must also, if the Ombudsman considers it appropriate—
 - (a) inform the relevant Commissioner about the Ombudsman's proposals for conducting an investigation, and
 - (b) consult the relevant Commissioner about those proposals.
- (4) If the Ombudsman and the relevant Commissioner consider that they are entitled to investigate, respectively, the Ombudsman matter and the connected matter, they may—
 - (a) co-operate with each other in the separate investigation of each of those matters,

Changes to legislation: Public Services Ombudsman (Wales) Act 2019, Section 67 is up to date with all changes known to be in force on or before 22 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. (See end of Document for details) [View outstanding changes](#)

- (b) act together in the investigation of those matters, and
 - (c) prepare and publish a joint report containing their respective conclusions in relation to the matters they have each investigated.
- (5) If the Ombudsman considers—
 - (a) that the matter is not a matter into which the Ombudsman is entitled to conduct an investigation, and
 - (b) that it is appropriate to do so,the Ombudsman must inform the person who initiated the complaint (if any) about how to secure the referral of the connected matter to the relevant Commissioner.

Commencement Information

II [S. 67](#) in force at 23.7.2019 by [S.I. 2019/1096](#), [reg. 2](#)

Changes to legislation:

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[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)