

Nick Bennett  
Public Services Ombudsman for Wales

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16 October 2020

Dear Nick,

**Public Services Ombudsman for Wales: Scrutiny of Annual Report and Accounts  
2019-20**

Thank you to you and your team for giving evidence to the Committee on 21 September. As I said there were two questions that we did not have time to ask, which I am writing to you about:

- For you to provide more information on your outreach and engagement work, particularly among under-represented groups, to increase awareness and confidence in the office. And how might the pandemic impact on this work?
- To provide more detail on the measures you have put in place to support staff with their mental and physical wellbeing, particularly in the context of the increased sickness rate.

Additionally, we also wanted some further information on some other issues. In relation to Code of Conduct complaints, in the past, we were aware of a pattern of complaints being made against Members by officers. Is this still a pattern in Code of Conduct complaints?

In relation to the Public Interest reports, can you provide more information on the four reports which were published in this reporting period, including the responses to any recommendations made in these reports.



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Finally, some of us are aware of individual cases where you found in favour of the complainant, but 6-12 months later the complainant is still encountering the problems that led to the original complaint. Do you have any processes in place for following up on complainants and outcomes once cases have been closed?

I look forward to hearing from you.

Yours sincerely,

A handwritten signature in black ink that reads "John". The letters are cursive and fluid, with a long horizontal stroke for the 'J' and a similar one for the 'h'.

John Griffiths MS

Chair

We welcome correspondence in Welsh or English.

