

Andrew Crawford,
Acting Scottish Public Services Ombudsman

14 May 2025

Post-legislative review of the Public Services Ombudsman (Wales) Act 2019

Dear Andrew,

Thank you for attending the Committee's meeting on 7 May 2025 and responding to our questions on the post-legislative review of the Public Services Ombudsman (Wales) Act 2019.

Following the evidence session, Members agreed to write to you with follow up questions on the issues raised, which are outlined in the annex to this letter.

It would be helpful to receive your response by 20 June 2025.

Yours sincerely,



Peredur Owen Griffiths MS, Chair, Finance Committee

Complaints handling standards and procedures

1. Can you outline the engagement you undertake with stakeholders on complaints standards and what feedback you receive from public bodies regarding the implementation of model complaints policies and standards.

Comparison of best practice

2. Do you feel the changes implemented through the 2019 PSOW Act reflected best international practice, and if so, do you think 6 years on that's still the case.

