

Margaret Kelly,
Northern Ireland Public Services Ombudsman,

14 May 2025

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

Dear Margaret,

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

Annex: Follow up questions after oral evidence session on 7 May 2025

Own initiative investigations

- 1.** Can you outline your procedure for deciding to undertake an own initiative investigation and the role that qualitative and quantitative data has in deciding the theme of the investigation.
- 2.** What feedback have you received from stakeholders regarding their experiences of own initiative investigations.

Complaints handling standards and procedures

- 3.** 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

- 4.** 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.