

Michelle Morris,  
Public Services Ombudsman for Wales

2 May 2025

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

Dear Michelle,

Thank you for attending the Committee's meeting on 30 April 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, which are outlined in the annex to this letter.

It would be helpful to receive your response by 13 June 2025.

Yours sincerely,



Peredur Owen Griffiths MS, Chair, Finance Committee

## Annex: follow up questions after oral evidence session on 30 April 2025

### Own initiative investigations

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1. Do you have any plans for future own initiative investigations, in particular are there areas you have cause to investigate and how are you implementing your experience of previous investigations to improve the efficiency and speed of future investigations.

Investigating the private health-related service element, including nursing care, in a public/private health pathway

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2. What are your thoughts regarding the threshold for investigation of private medical healthcare, is the threshold enabling or constraining your power to investigate private medical healthcare.

### Complaints standard work

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3. Can you describe the impacts you are seeing of the complaints standards powers and are you satisfied with the way in which you have been able to use those powers.
4. You state your model policy will eventually cover all public services in Wales. What remaining areas do you need to cover and what timeframe do you envisage for this take
5. You say you hoped improvement in public service complaint handling practice would be likely to reduce the number of complaints about complaint handling reaching your office. Can you expand as to whether you think the model complaints power has been successful in this regard.

### Private healthcare

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6. What are your thoughts regarding the threshold for investigation of private medical healthcare, is the threshold enabling or constraining your power to investigate private medical healthcare.

### Cost and value for money

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7. Your direct costs amount to 95% of the additional PSOW Act 2019 budget over the appraisal period. Considering you are yet to utilise your private healthcare powers, have processed fewer than 10% of oral complaints and have completed two wider own initiative investigations (compared to 1-2 per annum in the RIA), do you think the balance between expenditure and delivery is appropriate.
8. Is the difference between the RIA estimates and actual costs an indication of any issues beyond those already considered.
9. Are you confident you have a sufficient budget to be able to undertake an increase in oral complaints (towards 10%) and own-initiative investigations (toward 1-2 per annum) as per the estimation of the 2019 Bill RIA.

- 10.** The original cost increase as a result of taking oral complaints was estimated to be £210,000 over the appraisal period. Given that the original estimate costed 10% of complaints would be oral and you are receiving less than this, can you outline the overall costs of this activity and whether they're as anticipated.
- 11.** What impact has the 2019 Act had in terms of the indirect costs to public bodies working under the regime introduced by the 2019 Act, and have you had any engagement with them regarding these costs.

