

**Lynne Neagle AS/MS**  
Ysgrifennydd y Cabinet dros Addysg  
Cabinet Secretary for Education



Llywodraeth Cymru  
Welsh Government

Ein cyf/Our ref: MA/LN/2715/25

Peredur Owen Griffiths MS  
Chair  
Finance Committee  
Senedd Cymru

[Peredur.OwenGriffiths@senedd.wales](mailto:Peredur.OwenGriffiths@senedd.wales)

17 November 2025

Dear Peredur,

Thank you for sharing the Finance Committee's final report about its post-legislative review of the Public Services Ombudsman (Wales) Act 2019.

Please find my response to the committee's recommendation attached.

Yours sincerely,

**Lynne Neagle AS/MS**  
Ysgrifennydd y Cabinet dros Addysg  
Cabinet Secretary for Education

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:  
0300 0604400

Bae Caerdydd • Cardiff Bay  
Caerdydd • Cardiff  
CF99 1SN

[Gohebiaeth.Lynne.Neagle@llyw.cymru](mailto:Gohebiaeth.Lynne.Neagle@llyw.cymru)  
[Correspondence.Lynne.Neagle@gov.wales](mailto:Correspondence.Lynne.Neagle@gov.wales)

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

## Written response from the Welsh Government to the Finance Committee's report: Post-legislative review of the Public Services Ombudsman (Wales) Act 2019

Recommendation	Accept / Accept in principle/ Reject	Welsh Government response
<p>Recommendation 16. The Committee recommends the Ombudsman works with the Welsh Government to understand the practical implications of widening the Ombudsman's jurisdiction to cover school complaints, and share these findings by autumn 2026.</p>	<p><b>Accept</b></p>	<p>Welsh Government officials will work with officials from the Public Services Ombudsman for Wales to explore the practicalities of extending the Ombudsman's remit to include school complaints, and to share these findings by autumn 2026.</p> <p>There are policy, legal and practical matters to consider, not least the impact on school governing bodies, headteachers and local authorities in any changes to their processes and understanding of their responsibilities.</p>