



**Ombwdsmon
Ombudsman**
Cymru · Wales

Ask for: Michelle Morris



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Date: 5 December 2025



Executive.Assistant
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Chair of Finance Committee

Dear Peredur

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

Further to the Committee's review of the Act and the publication of its report in October 2025, we have now had the opportunity to fully consider its conclusions and recommendations.

Firstly, I would like to reiterate that we welcomed the opportunity to provide evidence to the Committee and to discuss our reflections on the implementation of the Act and how we would like to develop this further. It was timely for us to reflect on progress and to consider how we now shape our work as we start the process of bringing together our next Strategic Plan for 2026-29.

The Committee's recommendations will now be built into our future strategies, plans and work programmes and we will share further work and findings with the Committee in Autumn 2026, as directed in the report.

In particular the Committee made a number of recommendations regarding our Own Initiative powers, and these are already being actioned, as part of the consideration and consultation on our next investigation, and we continue to use these powers to extend investigations with 1 report in progress for publication over the coming months and 3 other investigations in progress.

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We are happy to accept and respond
to correspondence in Welsh.

We also welcome the Committees recommendations regarding our jurisdiction and will progress the work needed, to model the impact of widening this to include schools and engage with Welsh Government in due course.

Yours sincerely

Michelle Morris

Ombwdsmon Gwasanaethau Cyhoeddus | Public Services Ombudsman Wales