

Michelle Morris
Public Services Ombudsman for Wales

13 May 2024

Dear Michelle

Review into the operations, processes and investigations carried out by the Public Services Ombudsman for Wales

Thank you for attending the Finance Committee on 9 May 2024, which was the first public session of our review into the operations, processes and investigations carried out by the Public Services Ombudsman for Wales (PSOW).

We note your appointment of Dr Melissa McCullough as the leader of the independent review into the handling of Code of Conduct Complaints at PSOW and we look forward to receiving the agreed terms of reference for that review shortly.

It is the Committee's intention to wait until the report of the independent review is available before considering the findings and taking further evidence, if necessary. I would therefore appreciate an update prior to the summer recess on the progress of the review and likely timescale for publication of the report.

Yours sincerely,



Peredur Owen Griffiths MS

Chair

Croesewir gohebiaeth yn Gymraeg neu Saesneg | We welcome correspondence in Welsh or English.



Senedd Cymru
Welsh Parliament