

**PPSOWA2 , Cadeirydd y Pwyllgor Safonau, Gwasanaeth Tân ac Achub Canolbarth a Gorllewin Cymru / Parc Cenedlaethol Bannau Brycheiniog | Chair of Standards Committee, Mid and West Wales Fire and Rescue Service/ Brecon Beacons National Park Authority**

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Senedd Cymru | Welsh Parliament

Y Pwyllgor Cyllid | Finance Committee

Adolygiad ôl-ddeddfwriaethol o Ddeddf Ombwdsmon Gwasanaethau Cyhoeddus (Cymru) 2019 | Post-legislative review of the Public Services Ombudsman (Wales) Act 2019

Ymateb gan: Cadeirydd y Pwyllgor Safonau, Gwasanaeth Tân ac Achub Canolbarth a Gorllewin Cymru / Parc Cenedlaethol Bannau Brycheiniog | Evidence from: Chair of Standards Committee, Mid and West Wales Fire and Rescue Service/ Brecon Beacons National Park Authority

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## **1. Have you used the Ombudsman's service to make a complaint?**

No

### **1a. What did your complaint(s) relate to?**

(We would be grateful if you could keep your answer to around 500 words).

### **1b. If your complaint was about health which included a private health related element, do you have any comments about the process of making that complaint?**

(We would be grateful if you could keep your answer to around 500 words).

### **1c. Was your complaint(s) made on or after 23 July 2019?**

### **1d. How did you make your complaint(s)?**

### **1e. Do you have any comments about the process of submitting an oral complaint to the Ombudsman?**

(We would be grateful if you could keep your answer to around 500 words).

## **2. Have you made a complaint to a public body since 23 July 2019?**

Yes

### **2a. Do you have any comments on the standard of complaints handling at public bodies, and whether they have improved since the Act came into force in 2019?**

(We would be grateful if you could keep your answer to around 500 words).

Organisations appear to take differing views of what constitutes a "complaint". Some ignore unless the complainant is lucky enough to find the correct recipient.

**3. If you are a public body, have you engaged with the Ombudsman or used resources and/or guidance produced by the Ombudsman to change or improve your complaints handling policies and processes?**

Yes

**3a. Do you have any comments in this area?**

(We would be grateful if you could keep your answer to around 500 words).

PSOW and team have been helpful in managing Standards Ctte work, and provide good advice. The PSOW casebook was always a helpful summary of cases, and its disappointing that this has been discontinued.

**4. Are you aware that the Ombudsman can investigate on their own initiative where evidence suggests that there may be systemic service failure or maladministration?**

Yes

**5. Are you aware that the Ombudsman can extend an investigation of a complaint into matters that have a substantial connection with a matter already being investigated?**

Yes

**6. Have you been involved in an own initiative investigation conducted by the Ombudsman and/or read or used an own initiative report, such as the report about homelessness in Wales**

**(<https://www.ombudsman.wales/own-initiative-wider-investigations-reports/>)?**

No

**7. Do you have any comments about the Ombudsman's own initiative powers?**

(We would be grateful if you could keep your answer to around 500 words).

**8. Do you have any views on how the changes implemented by the 2019 Act compares with current best practice, both within the UK and internationally?**

(We would be grateful if you could keep your answer to around 500 words).

**9. Do you have any other comments regarding the 2019 Act which are relevant to the Committee's Terms of Reference for this inquiry?**

(We would be grateful if you could keep your answer to around 500 words).

