

RPP04 Michelle Morris, Public Services Ombudsman for Wales

Senedd Cymru | Welsh Parliament

Y Pwyllgor Deisebau | Petitions Committee

Adolygiad o'r Trefniadau ar gyfer Deisebau | Review of Petitions Arrangements

Ymateb gan: Michelle Morris, Ombwdsmon Gwasanaethau Cyhoeddus Cymru |

Evidence from: Michelle Morris, The Public Services Ombudsman for Wales



Ombwdsmon
Ombudsman
Cymru • Wales

Consultation response: Review of Petitions Arrangements

Organisation name: Welsh Parliament: Petitions Committee

Submitted: 22 September 2025

As Public Services Ombudsman for Wales (PSOW), we have three main roles: • We investigate complaints about public services.

We consider complaints about councillors breaching the Code of Conduct.

We drive systemic improvement of public services and standards of conduct in local government in Wales.

We are independent, impartial, fair and open to all who need us. Our service is free of charge.

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Mae'r ddogfen hon hefyd ar gael yn y Gymraeg.

This document is also available in Welsh.

General comments

Thank you for inviting us to respond to this consultation. We strongly believe in the value of the petitions process in strengthening citizen's voice and influence over public policy.

Historically, the Committee invited us occasionally to offer views on a petition received. However, we do not regularly receive such requests. We would always welcome opportunities to support the Committee, by providing a view based on our casework trends or evidence gathered through our proactive improvement work.

We would also suggest that the Committee considers adopting a few changes to help to improve the accessibility of the process and manage expectations. These could include:

including clearer information about the timescales. This information is not currently readily available on the Committee's website.

publishing information on what proportion of petitions received is taken up with the Welsh Government / accepted for debate in the Senedd.

publishing information on what proportion of petitions received leads to policy change.

Finally, for the avoidance of doubt, we want to underline that we welcome the full rules governing the petitions process stating that:

“Petitions alleging specific cases of maladministration or service failure by public bodies are not admissible. In these cases petitioners are advised to contact the PSOW to take forward their concerns.”

We think that this clause works well and should be retained without amendments.

Closing remarks

Thank you again for the opportunity to respond to this consultation.

A handwritten signature in black ink that reads "M.M. Morris." The signature is written in a cursive, slightly slanted style.

Michelle Morris

Public Services Ombudsman for Wales

September 2025
