

Finance Committee  
Draft Public Services Ombudsman (Wales) Bill  
DB PSOW 18 Marshfield Community Council

Annex A – Consultation Questions

General.

- 01) Yes by increasing accessibility.
- 02) Not Known.
- 03) Unsure
- 04) 1 year on.

Power to investigate on own initiative.

- 05) In support of the new powers.
- 06) Not Known.
- 07) A matter for the Ombudsman to decide.
- 08) Yes. Cut-off point 1 year prior.
- 09) Flexibility required at the outset.
- 10) Evidence that the Ombudsman deems sufficient.

Who can complain.

- 11) In favour.

Requirements for complaints made and referred to the Ombudsman.

- 12) No.
- 13) Public service information/guide and on the Internet.

Matters which may be investigated.

- 14) Supportive of the ability to investigate.
- 15) Yes, broadly speaking. Although a review would possibly be required.
- 16) I don't think so.
- 17) Yes.
- 18) Yes.
- 19) No adverse comment, the definition is sensible given that patients may be seen by many GP's within the same practice.

Investigation procedure and evidence.

- 20) No comment other than that it is early days and possibly warrants review.
- 21) Yes without any doubt whatsoever otherwise any investigation will effectively be hamstrung.

Listed Authorities.

- 22) The restrictions should not deliberately narrowed.
- 23) Schedule 3 "Listed Authorities" should anyway be kept under review to reflect evolving circumstance.

Complaints Handling.

- 24) No adverse comment.
- 25) I think so.

Part 4. Investigation of complaint relating to other persons, social care and palliative care.

- 26) No comment.
- 27) No comment.

Part 5. Investigations, supplementary.

- 28) No comment.
- 29) Yes
- 30) Uncertain.

Appointment etc.,

- 31) Yes.
- 32) Yes.
- 33) No.

Financial implications.

- 34) Any new obligations etc., will have a cost implication what would be the point of enacting powers that you are unable or unwilling to fund?

Other comments.

- 35) None.