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Cynulliad
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National
Assembly for
Wales

Clerk to the Equality, Local Government and Communities Committee
National Assembly for Wales
Cardiff Bay
CF99 1NA



31st October 2017

Dear Naomi

Public Services Ombudsman (Wales) Bill – Stage 1 Scrutiny

As a previous member of the Finance Committee, that has now laid this bill, I urged that the Public Service Ombudsman (PSO) should be given the authority to deal with complaints from the public regarding health services, including those from private health companies.

During the course of stage 1 scrutiny of the bill could the committee look at whether the PSO could in exceptional circumstances look to deal with cases of complaints which have fallen out of the twelve month time limit. An example could be a member of the public has who has been liaising with an agency, whose investigations take longer than first expected, with the health board or local government process. It seems unfair that through no fault of their own the PSO cannot take up this sort of case due to the statutory limitation

I do appreciate that a statutory time limit is necessary for complaints of this nature. However I would urge that the PSO be given a discretion to consider allowing complaints to be lodged out of time in exceptional circumstances. I do not believe that this will impinge on the overall work or efficiency of the office of the PSO, but would enhance the public perception of the role.

I would be grateful for the Committee to consider my correspondence.

Yours Sincerely

Ann Jones AM