

# Public Services Ombudsman for Wales

31 October 2016

## Request for Information.

Thank you for your request received 17 October in which you asked:

*From what date was the Public Services Ombudsman for Wales given discretionary powers to not investigate serious complaints made against a public body, which has been substantiated with significant evidence?*

The Public Services Ombudsman (Wales) Act 2005, which established the office of Public Services Ombudsman for Wales (PSOW) and came into force on 1 April 2006, provides a discretionary power for the PSOW to investigate complaints (section 2) on matters which may be investigated under the Act (section 7). The Act can be found at

<http://www.legislation.gov.uk/ukpga/2005/10/contents>.

Your request has been considered according to the principles set out in the Code of Practice on Public Access to Information. The code is published on our website at [http://www.assemblywales.org/abthome/about\\_us-commission\\_assembly\\_administration/abt-foi/abt-foi-cop-pub.htm](http://www.assemblywales.org/abthome/about_us-commission_assembly_administration/abt-foi/abt-foi-cop-pub.htm)

If you have any questions regarding this response please contact me. If you feel you have cause for complaint, please follow the guidance at the end of this letter.

Yours sincerely

**Freedom of Information Manager  
National Assembly for Wales**

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Cause for concern or complaint with your FOI response?

If you believe that I have not applied the Code correctly or have not followed the relevant laws, you may make a formal complaint to the Chief Executive and Clerk at the National Assembly for Wales, Cardiff Bay. Details of the Assembly's complaints principles are set out in the Code of Practice on Complaints available on the Internet at <http://www.assembly.wales/en/help/contact-the-assembly/con-complaint/Pages/con-complaint-procedure.aspx>. Please advise me if you wish to receive a printed copy.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF