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Business Committee

Response to the Review of Standing Orders

Public Services Ombudsman for Wales

<p style="text-align: center;">Response of the Public Services Ombudsman for Wales to the National Assembly for Wales's Business Committee's Review of Standing Orders</p>

1. I am pleased to have the opportunity to be able to give evidence in relation to the Business Committee's Review of its Standing Orders.
2. As Public Services Ombudsman for Wales, I investigate complaints made by members of the public who believe they have suffered hardship or injustice through maladministration or service failure on the part of a body in my jurisdiction. I also investigate complaints that members of local authorities in Wales have broken the code of conduct.
3. In general, I believe that the existing Standing Orders are appropriate and work well, including those provisions that make specific reference to the Public Services Ombudsman for Wales.
4. However, I would be grateful if the Business Committee could give consideration to one particular aspect. Whilst I welcome the fact that under the existing standing orders the National Assembly must make time available in each year to debate my Annual Report, I feel that there would be greater benefit if this was presented to a committee of the Assembly. This would provide an opportunity for me to discuss with committee members issues arising from my investigations over the course of the year in question and highlight any particular concerns that may arise from them.

Public Services Ombudsman for Wales
June 2010
