

## PSOW 14

### Bil Ombwdsmon Gwasanaethau Cyhoeddus (Cymru)

Ymateb gan: Drenwydd a Llanllwchaearn dref Cyngor Response from:  
Newtown and Llanllwchaiarn Town Council

Item		Response
1.1 Power to accept and act on oral complaints	Option 2 (the preferred option)	To welcome the proposal and preferred option on grounds that it provides greater inclusion and access by the public, whilst recognising that there will be additional workload and cost to the Ombudsman service to capture and document oral complaints.
1.2 Power to undertake own initiative investigations	Option 2 (the preferred option)	To welcome the proposal and preferred option, and the reasons to initiate own investigations, but that it should be carried out from the basis of an investigation regime rather than an inspection regime.
1.3 Extend jurisdiction to enable investigation of private health services	Option 2 (the preferred option)	To welcome the proposal and preferred option on the grounds that private health services is a growing area, but that it is limited to public/private services rather than all private services.
1.4 Power to undertake a role in relation to complaints handling standards and procedures	Option 3 (the preferred option)	To welcome the proposal and preferred option on the grounds that a standard policy/procedure will provide greater consistency across the public sector in Wales and ease of use by the public, though any such model or standard policies/procedures should be proportionate to the scale of community and town councils and also recognise that it may require transitional costs.