

Nick Bennett  
Public Services Ombudsman for Wales

25 October 2019

Dear Nick,

Thank you for your appearance before the Committee on 3 October for scrutiny of your annual report 2018/19.


During Committee, you agreed to provide further analysis of the nature of complaints made about GP and dental services.

Following the session, we also agreed to ask for some more information. Firstly, could you provide greater clarity on how the relationship will work between the model complaints procedures that your office is developing under your new powers, and the existing statutory complaints framework. You may recall that this was an issue that the Committee explored in detail during stage one scrutiny of the Public Services Ombudsman (Wales) Act 2019. In particular, concerns from the NHS about how any model procedures would interact with the Putting Things Right regulations.

We also discussed with you the increase of Code of Conduct Complaints. Could you provide further detail of the nature of the complaints that were closed after initial consideration. We note that the annual report lists the nature of Code of Conduct complaints received, but does not provide a breakdown of the nature of the complaints that are closed after initial consideration. We feel this further detail would be helpful.

I look forward to hearing from you.

Yours sincerely



John Griffiths AM

Chair

Croesewir gohebiaeth yn Gymraeg neu Saesneg.  
We welcome correspondence in Welsh or English.

