



Our ref: SMH

Ask for: Susan Hudson

Your ref: PAJ

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Mr P A Jolley
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Dear Mr Jolley

Ombudsman's Casebook

Thank you for your letter dated 28 November 2016. I am pleased to see that your Authority's Standards Committee received a report on the latest edition of the Ombudsman's Casebook and the Committee's concerns in relation to corporate complaint handling by public sector organisations are noted.

As you will be aware, the Ombudsman has frequently spoken about the need for public sector organisations to give appropriate priority to dealing with complaints. Indeed, as a consequence of his concerns in this regard, last year he introduced into the roles of a number of his investigation staff the additional role of 'improvement officer'. To date, officers have been assigned to seven public bodies. The aim is to place importance on best practice and corporate cultural development in relation to complaint handling within those bodies, emphasising too that complaints can be a rich source of material for improving services.

Furthermore, the Standards Committee may wish to note that, following the successful impact of his thematic report (entitled 'Out of Hours: A Time to Care') issued at the beginning of 2016, the Ombudsman intends to issue another thematic report in the new year, which will be on the subject of complaint handling across the public sector in Wales. We will of course draw public service organisations' attention to the report upon publication and the Standards Committee may find it of particular interest in view of its concerns.

Yours sincerely



Susan Hudson
Policy & Communications Manager