



OMBWDSMON GWASANAETHAU CYHOEDDUS CYMRU
PUBLIC SERVICES OMBUDSMAN FOR WALES

Open Consultation

Principles of Good Administration Consultation

Document:

We are seeking your views on changes to the statutory guidance on the Principles of Good Administration.

Consultation Closing Date: 1 November 2021

Purpose of the consultation

The consultation seeks views on the changes to statutory guidance on the Principles of Good Administration.

Background

The Public Services Ombudsman for Wales (PSOW) is seeking views on proposed changes to the Ombudsman's Guidance on Good Administrative practice. Section 34 of the Public Services Ombudsman Wales Act 2019 empowers the PSOW to issue such guidance. Public bodies which fall within the PSOW's remit must have regard to the PSOW's Guidance when discharging their functions. When investigating complaints, the PSOW may consider the extent to which a public body has complied with the PSOW's Guidance on Good Administrative practice when reaching decisions.

The current Guidance is in the [Principles of Good Administration and Good Records Management](#). We are proposing to split the Guidance into 2 separate publications; the "[Principles of Good Administration](#)" and "[Good Records Management](#)". By splitting the Guidance our aim is to provide public bodies and complainants with both clear general principles of good administrative practice and separate specific advice on good administrative practice in relation to records management. This consultation document refers to our proposed changes to guidance on our Principles of Good Administration

The proposed guidance on the Principles of Good Administration

The purpose of the guidance on the Principles of Good Administration is to be open and clear with both complainants and public service providers about the sorts of behaviour expected in their service delivery and the tests the Ombudsman applies in deciding whether maladministration and service failure have occurred. In particular, we want public service providers to understand how we will approach complaints, and complainants to understand how we will consider their case. [You can view the draft guidance on the Principles of Good Administration here.](#)

The Principles are not a checklist, nor the final or only means by which we will assess and decide individual cases. They are broad statements of what we believe the bodies within the Ombudsman's jurisdiction should be doing to deliver good administration and customer service.

Consultation Questions

1. Are the expectations of good administrative practice set out in the Principles clear and easy to understand?
2. In the way they are set out, will these principles help you apply good administrative oversight when delivering your services and is the level of detail sufficient to help you apply them?

If not, what changes would you suggest?

3. Would the inclusion of case studies to highlight the impact of poor administrative practice on organisations and citizens be useful?
4. What effects could the guidance have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English.

How could positive effects be increased, or negative effects be mitigated?

5. Do you have any other comments about the Principles of Good Administration Guidance or related matters that you would like to share?

How to respond

Submit your response by midnight **1 November 2021** in any of the following ways:

- Complete our [online form](#)
- Download, complete our [online form](#) and email communications@ombudsman.wales
- Download, complete our [online form](#) and post to:
Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae,
Pencoed
CF35 5LJ

[You may view this document in Welsh](#). If you need it in another format, please [contact us](#).

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- to be informed of the personal data held about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection.

Responses to consultations maybe be made public, on the internet or in a report. If you would prefer your response to remain anonymous, please tell us.

Please see our [General Privacy Notice](#) for further details about the information the Public Services Ombudsman for Wales holds and its use, or if you want to exercise your rights under the GDPR. Our [Consultations Privacy Notice](#) has more information about how we use your data for consultations.