

Cyngor Sir CEREDIGION County Council

REPORT TO: Ethics and Standards Committee

DATE: 25 January 2023

LOCATION: Hybrid

TITLE: The Ombudsman Code of Conduct Complaints
Guidance and Process

Background

The Public Services Ombudsman wrote to Monitoring Officers on 10th November 2022 including a letter attached to the Chairs of the Standards Committees, setting out the changes they have made. The Ombudsman has also taken the opportunity to refresh the guidance and were satisfied that the guidance remains suitable and appropriate so there have been minimal changes.

[General : 27 FINAL Investigation Report Template s21 casework support only \(ombudsman.wales\)](https://www.ombudsman.wales)

Current Position

The letter is contained in Appendix A.

RECOMMENDATION (S):

To note the content of the letter.

REASON FOR RECOMMENDATION (S):

n/a

Contact Name: Elin Prysor
Designation: Monitoring Officer
Date of Report: 21 December 2022
Acronyms:

Appendix A – Public Services Ombudsman letter

