



Scottish Public Services Ombudsman Act 2002

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Investigations by the Ombudsman

2 Power of investigation

- (1) The Ombudsman may investigate any matter, whenever arising, if—
 - (a) the matter consists of action taken by or on behalf of a person liable to investigation under this Act,
 - (b) the matter is one which the Ombudsman is entitled to investigate, and
 - (c) a complaint in respect of the matter has been duly made to the Ombudsman.
- (2) The Ombudsman may investigate any matter, whenever arising, if—
 - (a) paragraphs (a) and (b) of subsection (1) are satisfied, and
 - (b) the person liable to investigation has requested the Ombudsman to investigate the matter.
- (3) Without prejudice to paragraph 2(2) of schedule 1, it is for the Ombudsman to decide whether to initiate, continue or discontinue an investigation under subsection (1) or (2).
- (4) The Ombudsman may take such action in connection with the complaint or request as the Ombudsman thinks may be of assistance in reaching any such decision.
- (5) Such action may, in particular, include action with a view to resolving the complaint or request.