



# Scottish Public Services Ombudsman Act 2002

2002 asp 11

## *Miscellaneous and general*

### **22 Information about right to make complaint**

- (1) A listed authority must take reasonable steps to publicise the application and effect of this Act in relation to the authority including, in particular, providing information about—
  - (a) the right conferred by this Act to make a complaint,
  - (b) the time limit for doing so, and
  - (c) how to contact the Ombudsman.
- (2) Information about the matters specified in subsection (1)(a) to (c) must be included in or provided with—
  - (a) any document published by the listed authority and containing information about services provided by the authority to members of the public or about the procedures of the authority for dealing with complaints,
  - (b) any document issued by the listed authority responding to a complaint made to it by any person who might be entitled to make a complaint to the Ombudsman.
- (3) The Ombudsman may issue guidance with respect to the performance by listed authorities of their duties under this section.

**Changes to legislation:**

There are currently no known outstanding effects for the Scottish Public Services Ombudsman Act 2002, Section 22.