SCOTTISH PUBLIC SECTOR OMBUDSMAN BILL

EXPLANATORY NOTES

AND OTHER ACCOMPANYING DOCUMENTS

CONTENTS

1. As required under Rule 9.3 of the Parliament’s Standing Orders, the following documents are published to accompany the Scottish Public Sector Ombudsman Bill introduced in the Scottish Parliament on 22 November 2001:
   - Explanatory Notes;
   - a Financial Memorandum;
   - an Executive Statement on legislative competence; and
   - the Presiding Officer’s Statement on legislative competence.

A Policy Memorandum is printed separately as SP Bill 43–PM.
EXPLANATORY NOTES

INTRODUCTION

2. These Explanatory Notes have been prepared by the Scottish Executive in order to assist the reader of the Bill and to help inform debate on it. They do not form part of the Bill and have not been endorsed by the Parliament.

3. The Notes should be read in conjunction with the Bill. They are not, and are not meant to be, a comprehensive description of the Bill. So where a section or schedule, or a part of a section or schedule, does not seem to require any explanation or comment, none is given.

BACKGROUND

4. The Bill provides the means of fulfilling the duty imposed on the Parliament by section 91(1) of the Scotland Act to make provision for the investigation of maladministration complaints against members of the Scottish Executive in the exercise of functions conferred on the Scottish Ministers and against other office-holders in the Scottish Administration. Section 91(4) requires the Parliament to have regard (among other things) to the Parliamentary Commissioner Act 1967 when making such provision, and the Executive has done so in drafting the Bill. The Bill also contains provisions in pursuance of the power conferred by section 91(3) and goes beyond section 91 in certain respects, e.g. in covering certain health service providers and complaints concerning registered social landlords and in allowing persons liable to investigation to request the Ombudsman to investigate their actions where there has been no complaint to the Ombudsman.

5. As a consequence of devolution, the Scotland Act 1998 (Transitory and Transitional Provisions) (Complaints of Maladministration) Order 1999 (S.I. 1999/1351) (referred to in these Notes as the “Transitional Maladministration Order”) put in place temporary arrangements for investigation of complaints by members of the public that they have suffered injustice because of maladministration. The Scottish Parliamentary Commissioner for Administration currently investigates complaints concerning many of the bodies mentioned in paragraph 4 above.

6. The Bill incorporates the functions of the Scottish Parliamentary Commissioner for Administration, the Health Service Commissioner for Scotland, the Commissioner for Local Administration in Scotland, and the Housing Association Ombudsman for Scotland within the remit of a new Scottish Public Sector Ombudsman for Scotland.

THE BILL – AN OVERVIEW

7. The Bill will establish a new Scottish Public Sector Ombudsman (“the Ombudsman”) to deal with complaints currently dealt with by the Scottish Parliamentary Commissioner for Administration, the Health Service Commissioner for Scotland, the Commissioner for Local Administration in Scotland and the Housing Association Ombudsman for Scotland. The Ombudsman will also take over:
• the Mental Welfare Commission’s function of investigating complaints relating to mental health;
• complaints against Scottish Enterprise and Highlands and Islands Enterprise whose External Complaints Adjudicators will be wound up.

8. The Ombudsman will be supported by up to 3 deputy Ombudsmen. The existing Ombudsmen offices referred to at paragraph 7 above will all be abolished. The legislation establishing the statutory offices will be repealed and the administrative arrangements establishing the non-statutory offices, i.e. the Housing Association Ombudsman for Scotland and the External Complaints Adjudicators for Scottish Enterprise and Highlands & Islands Enterprise, will be terminated. The Bill will establish a standardised set of procedures for dealing with all relevant complaints.

COMMENTARY ON SECTIONS

The Scottish Public Sector Ombudsman

Section 1 and schedule 1 – The Scottish Public Sector Ombudsman

9. This section creates the offices of the Ombudsman and deputy Ombudsmen; provides for the making of the appointment of the Ombudsman and the Ombudsman’s deputies; and provides the basis on which these appointments are held.

10. Subsections (1) to (3) provide for the appointment of a Scottish Public Sector Ombudsman, and up to 3 deputies, by Her Majesty on the nomination of the Parliament.

11. Subsection (4) enables a deputy Ombudsman to exercise the Ombudsman’s functions, either when the post of Ombudsman is vacant and there is no acting Ombudsman appointed (under paragraph 5(1) of schedule 1 – see paragraph 67 below); or when the Ombudsman is for any reason unable to act. A deputy acting in such circumstances is to be treated as the Ombudsman, except with regard to the following matters which are not applicable in such a situation:

• paragraph 3(a) of schedule 1 – the validity of actings not being affected by a defect in the nomination by the Parliament for appointment of Ombudsman;
• paragraph 4 of schedule 1 – term of office and tenure;
• paragraph 7 of schedule 1 – remuneration;
• paragraph 8 of schedule 1 – pensions etc.

12. Subsection (5) introduces schedule 1, which makes detailed provision concerning the appointment, status, etc of the appointments made under this section and the administrative matters in connection with such appointments.
Investigations by the Ombudsman

Section 2 – Power of investigation

13. This section sets out the investigatory powers of the Ombudsman.

14. Subsections (1) and (2) provide for the Ombudsman to investigate any matter that consists of action taken by or on behalf of a person liable to investigation by the Ombudsman (as defined in section 3). The matter must be one the Ombudsman is entitled to investigate (see sections 5 to 8) and a matter in respect of which a complaint has been made to the Ombudsman or a request for an investigation has been made by the person liable to investigation.

15. Subsection (3) empowers the Ombudsman to determine whether to initiate, continue or discontinue an investigation under section 2.

Section 3 and schedule 2 – Persons liable to investigation

16. This section and schedule 2 set out which persons, or classes of persons, are liable to investigation by the Ombudsman (throughout the Bill referred to as listed authorities) and provide for amendments to be made to Part 2 of that list of persons.

17. Subsection (1) provides that the persons, or classes of persons, listed in Parts 1 and 2 of schedule 2 are liable to investigation by the Ombudsman.

18. Subsections (2) to (6) provide for Her Majesty, by Order in Council, to amend Part 2 of the schedule by adding, removing or modifying entries, subject to certain restrictions. Additions to the schedule may only be made if the entry relates to a Scottish public authority with mixed functions or no reserved functions; a publicly-owned company; or a person who is neither a Scottish public authority nor a publicly-owned company but who appears to Her Majesty to exercise functions of a public nature. A person who is neither a Scottish public authority nor a publicly-owned company must be consulted before being added to Part 2 of the schedule.

Section 4 – Persons liable to investigation: supplementary

19. This section defines a “publicly-owned company” for the purposes of section 3(3).

Section 5 – Matters which may be investigated

20. The matters covered by the Ombudsman’s power to investigate differ depending on the type of body concerned. The differences essentially reflect the existing differences between the Transitional Maladministration Order, the Health Service Commissioners Act 1993 and the Local Government (Scotland) Act 1975 as respects the present Commissioners. Subsection (1) sets out what matters the Ombudsman may investigate in each case. For a listed authority other than a health service body, an independent provider, a family health service provider or a registered social landlord, the Ombudsman can only investigate action relating to the exercise of administrative functions of that authority.
21. **Subsections (1)(b) to (d)** set out the particular aspects of the work of health service bodies, independent providers, family health service providers and registered social landlords that the Ombudsman is entitled to investigate.

22. **Subsection (5)** defines the term “member of the public” for the purposes of this section as any individual or body of persons (whether incorporated or not) other than the various bodies and authorities listed.

23. **Subsection (6)** provides that all provisions in section 5 are subject to sections 6 to 8 which provide for the application of section 5 to certain tribunals and set out restrictions and exclusions in relation to matters which the Ombudsman may investigate.

**Section 6 and schedule 3 – Application of section 5 to certain tribunals**

24. **Subsection (1)** provides that where any member of the administrative staff of a tribunal listed in schedule 3 is appointed by or with the consent of a listed authority, administrative functions exercisable by such a member of staff are to be taken to be administrative functions of that listed authority. This brings such actions within section 5(1)(a). **Subsection (2)** provides for Her Majesty, by Order in Council, to amend schedule 3 by adding, removing or modifying entries.

**Section 7 – Matters which may be investigated: restrictions**

25. **Subsection (1)** prevents the Ombudsman from questioning the merits of a decision taken without maladministration by a listed authority in the exercise of a discretion vested in that authority (i.e. discretionary decisions).

26. **Subsection (2)** disapplies subsection (1) in respect of decisions taken by or on behalf of a health service body, a family health service provider or an independent provider to the extent that the decision was taken in consequence of the exercise of clinical judgement. The effect of this is that decisions requiring clinical judgement are within the remit of the Ombudsman.

27. **Subsection (3)** prevents the Ombudsman from investigating action taken by or on behalf of a member of the Scottish Executive unless the action was taken in the exercise of functions conferred on the Scottish Ministers or of the functions conferred on the First Minister alone. The effect of this subsection is that complaints cannot be considered in respect of the functions of the Lord Advocate and Solicitor General in respect of the retained functions of the Lord Advocate, although they could be subject to complaints in respect of any functions of the Scottish Ministers that are allocated to them.

- **Functions conferred on the Scottish Ministers** include functions conferred on them by or under Acts of the United Kingdom Parliament, functions conferred on them by executive devolution orders under section 63 of the Scotland Act 1998 and functions exercised by them on behalf of a Minister of the Crown or government department by virtue of section 93 (agency agreements) of that Act.
- **The retained functions of the Lord Advocate** are defined in section 52(6) of the Scotland Act 1998 as any functions exercisable by him immediately before he ceased
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to be a Minister of the Crown and other statutory functions conferred on him alone after he ceased to be a Minister of the Crown. These functions relate mainly to his role as head of the systems of criminal prosecution and investigation of deaths in Scotland.

28. The effect of subsection (5) is to ensure that the Ombudsman’s remit extends only to devolved issues undertaken by cross-border public authorities.

29. Subsection (6) restricts the Ombudsman to investigating the actions of independent providers only in respect of the services that they are providing under arrangements with a health service body or a family health service provider. Without this provision section 4(1)(b) would have extended the Ombudsman’s remit across all the services provided by independent providers.

30. The effect of subsection (7) is that the Ombudsman cannot investigate matters which can be considered by other means, unless in his/her view such other means could not be reasonably taken by the aggrieved person.

31. Subsections (8) and (9) ensure that, so far as reasonable, complaints are addressed locally before being considered by the Ombudsman.

Section 8 and schedule 4 – Excluded matters

32. Subsection (1) provides that the Ombudsman must not investigate any matter specified in schedule 4. Schedule 4 contains absolute exclusions as opposed to the restrictions on investigations and conditions that have to be satisfied which are set out in the body of section 7. Subsection (2) provides for Her Majesty, by Order in Council, to modify, add or remove matters specified in schedule 4.

Section 9 – Complaints: who may complain

33. Under subsections (1) and (2) a complaint may be made to the Ombudsman by the person aggrieved, or by a person authorised in writing by the person aggrieved. The persons who may be authorised by the person aggrieved include an MSP, a listed authority or a member, officer or member of staff of a listed authority (e.g. a local councillor).

34. The effect of subsection (3) is to enable complaints to be considered by the Ombudsman where a person aggrieved for whatever reason is unable to pursue the complaint themselves.

35. By virtue of subsection (4), the person aggrieved must be (or have been) a resident in the United Kingdom at the time a complaint is made, except in the limited circumstances set out in subsection (5).
Section 10 – Complaints: time limits and procedure

36. This section provides time limits for making complaints to the Ombudsman, and the required format for making complaints.

37. Generally, complaints must be made within 12 months of the day on which the person aggrieved first had notice of the matter to which the complaint relates. However, the Ombudsman has discretion to accept late complaints if he/she considers there are special circumstances which make it appropriate to do so.

38. Subsection (2) makes special provision in relation to complaints relating to action by a family health service provider or an independent provider, who has since ceased to be such a provider. The effect of subsections (1) and (2) when taken together is that, even where a complaint is made less than 12 months from when it came to the notice of the aggrieved person, it will not be considered if it relates to a family health service provider or independent provider who ceased to be such a provider more than 3 years before.

Section 11 – Decisions not to investigate

39. This section specifies to whom the Ombudsman must send a statement of reasons when he/she has decided not to conduct an investigation following a complaint by a person aggrieved or a request by a listed authority.

Section 12 – Investigation procedure

40. This section sets out certain requirements in relation to the conduct of investigations. In particular, investigations must be conducted in private and where the investigation arises out of a complaint (as opposed to a request from a listed authority) the Ombudsman must give the listed authority in question, and any other person involved in the action which is the subject of the complaint, the opportunity to comment on any allegations contained in the complaint. Otherwise, it is for the Ombudsman to determine the procedure for conducting an investigation.

41. Subsection (5) provides for the Ombudsman to pay the person making the complaint (but not a listed authority who has made a request), or any other person who is involved in an investigation, allowances in respect of expenses and compensation for loss of time. The amount of such payments will be determined by the Parliamentary corporation.

Section 13 – Evidence

42. This section gives the Ombudsman a wide range of powers to require information to be supplied or documents to be produced, which are relevant to an investigation. Under subsection (2), the persons who may be required to supply information or documents are:

- the listed authority; and
- any member, officer or member of staff of the listed authority and any other person, who the Ombudsman considers is able to supply the information or document.
43. To reflect the special circumstances of the Scottish Administration, subsection (3) provides that where the listed authority in question is an office-holder in the Scottish Administration, the persons who may be required to supply information or documents also include other office-holders in the Scottish Administration and members of staff of the Scottish Administration assigned to work for the office-holder under investigation.

Section 14 – Obstruction and contempt

44. This section enables the Ombudsman to petition the Court of Session for a person to be dealt with as if they had committed a contempt of court, where that person has:
   - obstructed the Ombudsman in the performance of his/her functions, or
   - done any act or failed to take any action in relation to an investigation which would constitute a contempt of court in the Court of Session.

Section 15 – Reports on investigations

45. This section sets out how the Ombudsman must report on investigations. In particular it specifies who should receive copies of an investigation report, requires a copy to be laid before the Parliament, provides that a report must not normally identify any person (other than the listed authority) and sets out requirements for publicising an investigation report.

46. Subsection (2) provides that section 11(3) of the Bill applies in respect of reports subsequent to complaints, so that when a person is no longer authorised to act for the purposes of section 9(1)(b), the Ombudsman is to send a copy of the report to whomsoever he/she considers is acting in a similar capacity. Subsection (7) provides that any person who obstructs another person from inspecting or obtaining a copy of an investigation report shall be guilty of an offence. On conviction a person would be liable to a fine not exceeding level 3 (currently £1,000) on the standard scale.

Section 16 – Special reports

47. This section makes provision for a special report where the Ombudsman considers that injustice or hardship has been sustained by an individual and that the injustice or hardship has not been, or will not be, remedied. In particular it specifies who should receive copies of a special report, requires a copy to be laid before the Parliament, provides that a report must not identify any person (other than the listed authority) and sets out requirements for publicising a special report.

Miscellaneous and general

Section 17 – Annual reports etc.

48. This section requires the Ombudsman to lay before the Parliament each year a general report on the exercise of his/her functions. Under subsection (2) the Ombudsman may use the annual report to comment and/or offer advice on best practice in relation to the Ombudsman’s activities.
49. Under *subsection (3)* the Parliament can stipulate, and amend if and when necessary, the format and content of annual reports.

50. *Subsection (4)* allows the Ombudsman to report on his/her functions to Parliament outwith the parameters of an annual report. For example, it will enable a significant matter which comes to the Ombudsman’s notice directly after the publication of an annual report to be published straight away.

**Section 18 – Protection from actions of defamation**

51. This section specifies various statements (within the meaning of the Defamation Act 1996) made by:
   - the Ombudsman for the purposes of the Bill, or
   - any person by way of communication with the Ombudsman in respect of matters relevant to the Bill,

which are to be absolutely privileged for the purposes of the law of defamation. This effectively places a bar on a person’s right to pursue an action for defamation in respect of those statements.

**Section 19 – Confidentiality of information**

52. This section requires information provided to the Ombudsman to be kept confidential except in certain limited circumstances.

53. *Subsection (1)* provides that information obtained by the Ombudsman or any of his/her advisers in connection with any matter in respect of which a complaint or request has been made (relevant information) must not be disclosed.

54. *Subsection (2)* provides for exceptions to subsection (1) whereby relevant information may be disclosed for:
   - the purposes of either considering complaints or requests, undertaking an investigation, reporting on an investigation, or making a statement of reasons for not undertaking an investigation;
   - any proceedings for, or preliminary inquiries into, offences alleged under the Official Secrets Acts or in respect of perjury alleged to have been committed in the course of any investigation;
   - the purposes of proceedings under section 14 of the Bill relating to a person’s obstruction of the Ombudsman’s performance of his/her functions or a person’s action or failure to act in relation to an investigation.

55. The section also makes provision as to when relevant information may be disclosed in the interests of the health and safety of patients, exempts the Ombudsman or the Ombudsman’s advisers from providing relevant information in proceedings other than those detailed in subsection (2), and that relevant information must not be disclosed when its disclosure is deemed to be against the public interest.
Section 20 – Information about right to make complaint

56. This section imposes a duty on listed authorities to provide information to the public on the right conferred by the Bill to make complaints to the Ombudsman, the time limit for making a complaint and how to contact the Ombudsman.

Supplementary

Section 21 – Interpretation

57. Subsection (2) lists various persons, action by whom may constitute action taken by a listed authority. Subsection (4) makes provision similar to that made by section 13(3)(b) to reflect the special circumstances of the Scottish Administration.

58. Subsection (3) ensures that actions taken by UK Ministers and departments under agency arrangements cannot be investigated under the Bill.

Section 22 – Orders in Council: general

59. This section makes general provision in relation to Orders in Council under the Bill. An Order in Council is made by Her Majesty with the advice of the Privy Council. Conferring the power to make subordinate legislation on Her Majesty emphasises the independence of the Ombudsman from the Scottish Ministers.

Section 23 and schedule 5 – Modification of enactments

60. Subsection (1) introduces schedule 5, which makes modifications of various enactments for the purposes of the Bill. Many of the modifications consist of repeals of legislation relating to the existing ombudsmen. Her Majesty may, by Order in Council under subsection (2), make such other modifications in any enactment as she considers necessary or expedient for the purposes of the Bill.

Section 24 and schedule 6 – Consequential, transitional, transitory and saving provision

61. Subsection (1) introduces schedule 6, which makes provision for the transfer to the Ombudsman of staff, property and liabilities and undetermined complaints in consequence of the provisions of the Bill. Under subsection (2) Her Majesty may, by Order in Council, make further transitional, transitory or saving provision.

Section 25 – Commencement, revocation and short title

62. The effect of this section is that sections 1, 21, 22, 24(2) and 25 and schedule 1 come into force on Royal Assent. Provision is made for Her Majesty by Order in Council to appoint days when the other provisions in the Bill are to come into force, and the day when the Transitional Maladministration Order is to cease to have effect.
Schedule 1 – The Scottish Public Sector Ombudsman

Paragraph 1 – Disqualification

63. *Sub-paragraph (1)* sets out various persons who are disqualified from appointment, or from holding office, as Ombudsman or deputy Ombudsman.

64. *Sub-paragraphs (2) and (3)* set out various offices and appointments which a person is disqualified from while holding office as Ombudsman or deputy Ombudsman or for a period of 3 years after they ceased to hold office. This does not prevent a former Ombudsman or deputy Ombudsman from resuming employment as a family health service provider or as an independent provider.

Paragraph 2 – Status

65. Provision is made under this paragraph as to the status of the Ombudsman, Deputy Ombudsman and staff of the Ombudsman office. Specific provision is made for the Ombudsman not to be subject to the control or direction of the Scottish Parliament or Scottish Executive unless where otherwise indicated in the Bill.

Paragraph 4 – Term of office and tenure

66. The Ombudsman and deputy Ombudsmen are appointed by Her Majesty on the nomination of Parliament. They will hold office for a term not exceeding 5 years, and for no longer than 2 consecutive terms, unless re-appointment for a third is desirable in the public interest. They may resign and may be removed from office, and cease to hold office at the end of the year when they become 65. The Parliamentary corporation will determine the Ombudsman’s other terms and conditions.

Paragraphs 5 and 6 – Vacancy in office of Ombudsman or deputy Ombudsman

67. Paragraphs 5 and 6 provide for the Parliamentary corporation to appoint an acting Ombudsman or acting deputy Ombudsman where the office of the Ombudsman or a deputy Ombudsman is vacant.

Schedule 6 – Transfer of staff, property and liabilities and undetermined complaints

68. Schedule 6 makes arrangements for:

- the transfer, on the day the schedule comes into force, of staff from the offices of the existing Ombudsmen;
- the transfer of property and liabilities of the existing Ombudsmen;
- how complaints undetermined on the appointed day should be handled.

69. Provision is made for the terms and conditions of staff transferring to the Ombudsman to be at least as favourable as those on which they were previously employed. Provision is made to ensure that no individuals suffer a break in employment due to the transfer and that no officer may be deemed to have been retired or dismissed as a result of the transfer.
70. Paragraph 4 makes provision for statutory complaints that are undetermined at the time the legislation under which they were made is repealed or revoked to be dealt with by the Ombudsman and for the relevant legislation to continue in force for the purpose of determining such complaints.

71. Paragraph 5 makes similar provision for undetermined housing complaints.

FINANCIAL MEMORANDUM

INTRODUCTION

72. The Bill provides for the establishment of a “one-stop shop” which will combine the existing offices of the Scottish Parliamentary Commissioner for Administration, the Health Service Commissioner for Scotland, the Commissioner for Local Administration in Scotland and the Housing Association Ombudsman for Scotland. Funding arrangements for these offices are already in place and therefore no significant increase to running costs (£990,000 in 1999/2000) is anticipated although capital costs will be incurred in respect of establishing the office of the Scottish Public Sector Ombudsman (“the new Ombudsman”). The Parliamentary corporation is to meet all the costs of the one-stop shop. As the Parliamentary corporation currently funds the offices of the Scottish Parliamentary Commissioner for Administration and the Health Service Commissioner for Scotland, this will involve the transfer to the Parliamentary corporation of existing funding from local authority Revenue Support Grant and Scottish Homes in respect of the costs of the offices of the Commissioner for Local Administration in Scotland and the Housing Association Ombudsman.

73. One area which cannot be quantified at this stage is the additional costs that arise from the extension of the new Ombudsman’s investigatory remit, and the staffing implications that may result. Unlike the Transitional Maladministration Order, the Bill does not require complaints to be made via a member of the Scottish Parliament, and that factor together with publicity of the new office may result in an increase in the number of complaints compared with the existing ombudsmen.

74. The start-up costs of the new Ombudsman are yet to be established. Ultimately this will be to a great extent determined by the new Ombudsman who will have to consider the costs of accommodation, IT systems for the new office, etc. The main costs are likely to be salaries and the costs involved in transferring staff from 4 organisations into one and moving accommodation.

COSTS ON THE SCOTTISH ADMINISTRATION

75. The Bill will not result in any additional costs to the Scottish Administration. However the Scottish Ministers have agreed to give the Parliamentary corporation money in respect of start-up costs, in addition to the funding to be transferred in respect of running costs of the new Ombudsman. Thereafter, the costs of the Ombudsman will be met by the Parliamentary corporation, which is funded directly out of the Scottish Consolidated Fund.
COSTS ON LOCAL AUTHORITIES

76. The Bill will not result in any additional costs on local authorities. They will experience an initial minor reduction in their Revenue Support Grant. However, this will be negated by the cessation in the sums payable by them to Audit Scotland in respect of the expenses of the Commissioner for Local Administration in Scotland (by virtue of section 22 of the Local Government (Scotland) Act 1975).

COSTS ON OTHER BODIES, INDIVIDUALS AND BUSINESSES

77. The Bill requires that persons liable to investigation by the new Ombudsman publicise the role of the Ombudsman in their publications. It could be argued that this may result in increased printing costs. However, such information could be incorporated as publications are naturally renewed and updated. The new Ombudsman is entitled to recover from persons in respect of whom investigations have been carried out expenses incurred in making available to the public special reports of investigations, but the sums involved are likely to be small. No additional costs will be borne by other bodies, individuals or businesses as a result of the Bill.

EXECUTIVE STATEMENT ON LEGISLATIVE COMPETENCE

78. On 21 November 2001, the Minister for Finance and Local Government (Angus MacKay) made the following statement:

“In my view, the provisions of the Scottish Public Sector Ombudsman Bill would be within the legislative competence of the Scottish Parliament.”

PRESIDING OFFICER’S STATEMENT ON LEGISLATIVE COMPETENCE

79. On 21 November 2001, the Presiding Officer (Sir David Steel) made the following statement:

“In my view, the provisions of the Scottish Public Sector Ombudsman Bill would be within the legislative competence of the Scottish Parliament.”
These documents relate to the Scottish Public Sector Ombudsman Bill (SP Bill 43) as introduced in the Scottish Parliament on 22 November 2001.

SCOTTISH PUBLIC SECTOR OMBUDSMAN BILL

EXPLANATORY NOTES

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