

Mae'r ymateb yma hefyd ar gael yn Gymraeg.

This response is also available in Welsh.



**Response by the Public Services Ombudsman for Wales
to the Draft Tertiary Education and Research (Wales) Bill**

I am pleased to have the opportunity to respond to the Welsh Government's consultation on the Draft Tertiary Education and Research (Wales) Bill.

As Public Services Ombudsman for Wales (PSOW), I investigate complaints made by members of the public who believe they have suffered hardship or injustice through maladministration or service failure on the part of a body in my jurisdiction, which essentially includes all organisations that deliver public services devolved to Wales. These include:

- local government (both county and community councils)
- the National Health Service (including GPs and dentists)
- registered social landlords (housing associations)
- the Welsh Government, together with its sponsored bodies.

I am also able to consider complaints about privately arranged or funded social care and palliative care services and, in certain specific circumstances, aspects of privately funded healthcare.

General comments

I welcome the proposals in the draft Tertiary Education and Research (Wales) Bill, which takes a systemic approach to strategic planning and the monitoring of governance and financial performance across further education and higher education in Wales. I also welcome the creation of the Commission for Tertiary Education and Research with its civic mission that promotes economic, social, environmental and cultural well-being, and its responsibility to protect and equally value the interests of all learners, both vocational and academic, which should provide a fairer and more just post-16 educational service in Wales.

Schedule 4- Minor and consequential amendments

As the draft Bill acknowledges, the Higher Education Funding Council for Wales is a listed body in Schedule 3 of the Public Services Ombudsman (Wales) Act 2019 and, as such, falls within my jurisdiction as Ombudsman. As such, I appreciate Schedule 4 of the Bill includes proposals to amend Schedule 3 of the 2019 Act to include the new Commission for Tertiary Education and Research within my jurisdiction, once it is established.

Closing remarks

I trust that you will find my comments useful. Should you wish to discuss any of my points further, please do not hesitate to contact Tanya Nash, my Head of Policy (tanya.nash@ombudsman.wales).



Nick Bennett
Public Services Ombudsman for Wales
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