

## Summary Of Public Services Ombudsman for Wales - Casebook

## APPENDIX 2

Please note, this is a summary of the assessment. Refer to the full text.

Department: Corporate & Customer Services  
Department Reference: CCS/EIA00135/2016  
Responsible Officer: Trevor Coxon  
Job Title: Head of Corporate & Customer Services  
Completed Date:

Positive Impacts	
Impact	Description
All	This is a report to inform members of the Standards Committee of the content of the latest PSOW Code of Conduct Casebook and raises awareness but doesn't require any decisions or action. It is more likely to have a positive impact than a negative one but it is difficult to identify any specific positive impact.