



**Ombwdsmon  
Ombudsman**  
Cymru · Wales

# Guidance on how to submit complaints to us about service providers

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# Our role

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We have three main roles:



**We investigate complaints about public services.**



**We consider complaints about councillors breaching the Code of Conduct.**



**We drive systemic improvement of public services and standards of conduct in local government in Wales.**

**We are independent, impartial, fair and open to all who need us. Our service is free of charge.**

We can provide this document in accessible formats, including Braille, large print and Easy Read. To request, please contact us:

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Tel:

0300 790 0203

Email:

[communications@ombudsman.wales](mailto:communications@ombudsman.wales)

**Mae'r ddogfen hon hefyd ar gael yn y Gymraeg.**

**This document is also available in Welsh.**

# Ways to complain

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Through our online complaint form: [www.ombudsman.wales](http://www.ombudsman.wales)



By post to [1 Ffordd yr Hen Gae, Pencoed, CF35 SLJ](#)

You can find printable complaint forms on our website. If you do not want to use the forms, you can send us a letter with the details of your complaint. You can find below what information we will need.



By email to [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

You can send us an electronic copy of our complaint form, or explain your complaint in the email. You can find below what information we will need.



By telephone to [0300 790 0203](tel:03007900203)

We will then arrange an appointment to take your complaint by telephone.

**If you need help finding our complaint forms or would like to complain to us in any other format (for example using British Sign Language), please let us know and we will do our best to help.**

# To consider your complaint we need to know...

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- what the organisation you are complaining about has done wrong
- when the events happened
- what effect the events have had on you, or the person on whose behalf you are complaining
- if and when you have complained about the event to the organisation (if you have not complained directly to the organisation, we will need to know why not)
- what you are hoping to achieve by complaining to us
- if you thought about taking legal action instead of complaining to us.

We will ask you for copies of any documents that can help us understand your complaint.

# When you are complaining on behalf of someone else

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We will need from you a proof that that person is happy to be represented by you.

If that person cannot confirm that they are happy to be represented, or they have died, we will ask you to explain why you are the right person to make the complaint.

If you are complaining on behalf of someone else, you will need to fill in an additional form called an 'authorisation form'. You can find this form on our website: [www.ombudsman.wales/how-to-complain](http://www.ombudsman.wales/how-to-complain).

# We can only consider your complaint if

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- you give us your name and contact details
- you let us know what organisation you are complaining about
- the organisation you are complaining about is within our jurisdiction
- you already complained to the organisation, but you are unhappy with how they responded
- we can understand your complaint based on the information you give us
- the events you are complaining about happened less than a year ago, or you became aware of them less than a year ago (unless you have a good reason why you did not complain to us sooner)
- when you are complaining on behalf of someone else, you showed us that that person is happy to be represented by you - or that you are the right person to make the complaint.

**If you need any help or advice before making your complaint, contact us and we will do our best to help.**



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