

- Making a complaint | Expand Making a complaint Making a complaint

### **Information:**

Making a complaint

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- Organisations you can complain to us about
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- Complaints About:

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- Other Organisations:
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About Us

**About Us** 

#### **About us:**

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- Our Own Initiative Investigations
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☼ Overview

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## Other:

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Publications

Publications

## **Publications:**

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- Publications:
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## **Case Findings:**

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 <u>Equality and Human Rights Casebook</u> o Open Data **Plans and Reports:** Plans and Reports: 0 Plans and Reports: **Annual Reports and Accounts** • Thematic Reports • Strategic Plans Sustainability Reports **Other Documents:** Other Documents: Other Documents: **Equality** 0 Welsh Language Standards For Service Providers | Expand For Service Providers For Service Providers For Service Providers ° \_ ° \_ • Guidance to public bodies in Wales Inforr • Facts ☼ Overview 0 Our website uses cookies 0 In order to remember your preferences ("Functional"), to measure traffic to our site ("Analytics"), and to personalise 0 Com content and ads and enable social media features ("Marketing & Social Media"), we use cookies and similar Colla technologies. We also share information about your use of our website with our social media, analytics, and advertising 0 partners, who may combine it with other information they have collected from your use of their services. You can change Clinic 0 or withdraw your consent at any time. 0 Mem • <u>EasyRead</u> Functional Analytics Marketing & Social Media EasyRead **EasyRead** 0 \_ ° \_ • How • Inform 0 Compianits about public service providers Complaints about Education 0 ° — Complaints about Health **Complaints about Housing & Your Home** 

**Complaints about Parking** 

**Complaints about Planning** 

Annual Reports & Accounts
 Sustainability Reports
 Equality Documents

• Thematic Reports

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Complaints about Social Services
 Complaints about Other things
 Own Initiative Investigations

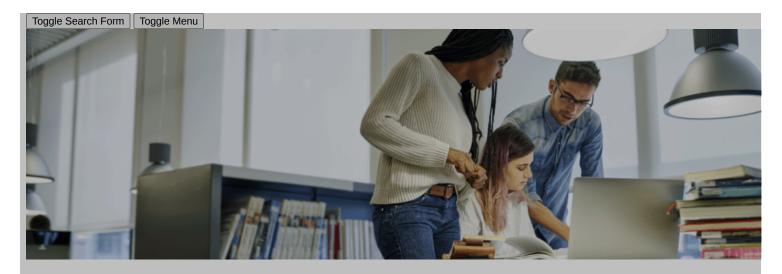
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Contact us

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## **Decision Review Process**

#### Factsheet chapters

- How to ask for a review of a case-related decision
- What this process covers
- What you m
- What we do
- What we do
   What are th
- What happe

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☼ Overview

How to ask

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Analytics

Marketing & Social Media

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## What this process covers

The review process will look at our decision on your complaint. It will not re-assess your complaint against the public body.

The decisions reviewed under this process are:

- A decision not to investigate your complaint
- A decision to exclude part of your complaint from an investigation
- A decision to stop an investigation we have started
- Our decision at the outcome of a completed investigation

# What you must do

There is no automatic right to a review. The review process is **not** an appeal process. We will not accept your request simply because you disagree with our decision.

For us to consider your review request you must:

- Submit it to us within 20 working days of the date of the decision concerned, and either
- Give new and additional information that was not available to us when we made our decision, **or** show that we have not properly considered specific information you previously sent us, **and**
- Tell us how this affects our original decision

We will not accept your review request after 20 working days unless you can show that there were exceptional circumstances that meant you could not meet the deadline.

You should send your request to us by completing the form available on our website on the 'How to request a decision review or complain about our service' page under the 'About Us' tab.

Alternatively, you can send the form to us by post to:

Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae Pencoed CF35 5LJ

If you need help to access the process and complete the form, please contact us on 0300 790 0203.

## What we do when we receive your request

We will formally acknowledge your request within 5 working days.

If we cannot accept your request we will tell you why.

If we can accept it, we will arrange for the Lead Review Officer or another senior member of staff who has not been involved before to consider your request.

We will normally aim to write to you with the outcome within 6 weeks but complex requests may take longer.

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What happ	Functional Analytics Marketing & Social Media		
The decision on y			
We will not respon			

You cannot use this process to complain about a decision on a review.

There may be other legal options available to you and you may wish to take legal advice.

Gallwch ysgrifennu atom yn Gymraeg a byddwn yn ymateb yn Gymraeg. Ni fydd hyn yn arwain at oedi cyn ymateb.

You can write to us in Welsh and we will reply in Welsh. This will not lead to a delay in responding.

#### **Print Version**

- Footer Menu
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#### **Get In Touch**

0300 790 0203 Our phone line is open 10am-12:30pm and 1:30pm-4pm Monday – Friday

Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ You can contact us in Welsh and we will respond in Welsh. This will not lead to a delay in responding.

All our documents are available in both Welsh and English.

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