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[About Us](#)

## About us:

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## Case Findings:

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- [Equality and Human Rights Casebook](#)
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## Other Documents:

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For Service Providers

### For Service Providers

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EasyRead

### EasyRead

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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 must do](#)
- [What we do](#)
- [What are the outcomes](#)
- [What happens if you disagree](#)
- [What happens if you are not satisfied](#)

## How to ask

We aim to deliver a decision that explains decisions and considers their context.

We have a process to review decisions. This process is managed by a pair of eyes to look at the decision.

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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.

## What are the cookies

We may:

- Confirm our
- Agree to loc
- Suggest add

## What happens

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.

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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

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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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