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Making a complaint

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About Us

About Us

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☼ Overview

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Publications

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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**

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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

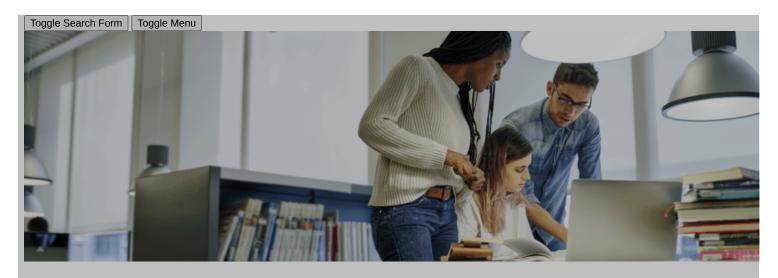
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Financial Redress

Factsheet chapters

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- How do we decide financial redress?
- Further info
- Contact us

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☼ Overview

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How do we

We make sure that any financial redress recommended is fair and proportionate and takes account of similar cases and previous decisions made.

In many cases financial redress will not be appropriate – another remedy such as an apology or action by the body complained about will be enough to remedy any injustice.

While we will take your views into account in reaching a decision on what (if any) remedy to recommend, it is ultimately up to us to decide what is reasonable.

In cases where we have decided that a recommendation of financial redress is appropriate, we use four levels of redress payment as a starting point. The four levels are designed to reflect the seriousness of the injustice caused. The four levels of redress payment are as follows:

Level 1 £50-£450 – Minor injustice and no long-term impact – for example, the body took a significant amount of time to respond to a complaint, and repeatedly failed to respond to you.

Level 2 £500-£950 – Moderate injustice with no or little long-term impact – for example, the body failed to give you accurate information in response to repeated questions from you, and there was an avoidable delay in giving treatment but with no long-term consequences.

Level 3 £1,000-£1,950 – Significant injustice with potentially long-term consequences – for example, a missed diagnosis or poor treatment that had consequences for a patient, or lack of social services support that a person could have had.

Level 4 £2,000+ - Very significant injustice with long-term consequences - for example, extremely serious harm, such as an avoidable death.

Further information

Examples of previous cases of	an he found on our websit	e on the 'Publications	' tab under 'Our	Findings' & 'T	he Ombudsman's Casebook'

Contact us

If you are not sure whether we would be able to look into your complaint, please contact us on 0300 790 0203.

Also available in Welsh.

Print Version

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Get In Touch

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

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