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About Us

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For Service Providers

For Service Providers

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Healthcare Inspectorate Wales (HIW)

Factsheet chapters

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Introduction

Healthcare Inspectorate Wales (HIW) provides independent guidance, we may

HIW's main responsibilities are:

- carrying out inspections and reviews of Regulated Services
- registering and monitoring Regulated Services
- giving a review of the performance of the public that
- monitoring Deprivation of Liberty Safeguards by the NHS being put into practice.

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What we can do

We can:

- Look at complaints about procedural and administrative shortcomings coming out of a HIW inspection or review of a Regulated Service (including activities linked to a complaint or concern);
- Look at complaints about procedural and administrative shortcomings coming out of an inspection or review by HIW of NHS services;
- Look at complaints where HIW has failed to give a response;
- Look at complaints about HIW's reporting process;
- Look at complaints of poor administration by HIW.

What we cannot do

We cannot:

- Look at any issues of suspension, discipline or any personnel issues regarding HIW officers or those officers from a service that HIW is investigating;
- Look at action taken by HIW about a matter that is, or has been considered by the courts;
- Question a properly-made decision that HIW is allowed to make.

Issues to bear in mind

It is not HIW's role to deal with complaints from patients about the treatment they had from the NHS. This is a matter that can be dealt with under the NHS complaints procedure. HIW may however act on any such information that might indicate a systemic failure of NHS services. Similarly, it is not HIW's role to deal with complaints from patients about the treatment they had from independent healthcare providers. However, HIW can look at complaints and concerns from patients and professionals that independent providers may have breached relevant regulations.

Further information

Further information about HIW, including their complaints procedure, can be found on its website: <https://www.hiw.org.uk>

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If you are not sure

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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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