

[Skip to main content](#)

- 
- [Cymraeg](#)
- 

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☐ Marketing & Social Media

- [Home](#)
- [Making a complaint](#)
- 
- [Making a complaint](#)

**Information:**

- 
- 
- [How to complain](#)
- [Factsheets](#)
- [Organisations you can complain to us about](#)
- [How we can help you to use our service](#)
- [Microsoft 365 Secure Email](#)

**Complaints About:**

- 
-

- [Complaints about public service providers in Wales](#)
- [Complaints about the conduct of local councillors](#)
- [Complaints about independent care providers](#)
- [Complaints about Nosocomial COVID-19](#)

## Other Organisations:

- 
- 
- [Other organisations that may be able to help you](#)
- [Advice and Advocacy bodies](#)
- [Free online training for Senedd and Westminster Parliament constituency teams](#)

- [About Us](#)

[About Us](#)

## About us:

- 
- 
- [Who We Are](#)
- [Our mission, ambition, principles and aims](#)
- [Our Own Initiative Investigations](#)
- [Our Service Standards](#)
- [Our Policies and Procedures](#)

## Request

- 
- 
- [How to make a request](#)
- [How to make a request](#)
- [How to make a request](#)
- [Guidance](#)

## Other:

- 
- 
- [News](#)
- [Accessibility](#)
- [Read the Public Services Ombudsman \(Wales\) Act 2019](#)

- [Publications](#)

[Publications](#)

## Publications:

- 
- 
- [Factsheets](#)
- [Information for Councillors](#)
- [Consultations](#)
- [Research and Surveys](#)
- [Annual Letters](#)
- [Independent Review](#)

## Case Findings:

- 
- 
- [Our Findings](#)
- [Public Interest Reports](#)
- [Own Initiative Reports](#)

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- [Equality and Human Rights Casebook](#)
- [Open Data](#)

## Plans and Reports:

- Plans and Reports:
- Plans and Reports:
- [Annual Reports and Accounts](#)
- [Thematic Reports](#)
- [Strategic Plans](#)
- [Sustainability Reports](#)

## Other Documents:

- Other Documents:
- Other Documents:
- [Equality](#)
- [Welsh Language Standards](#)

- [For Service Providers](#) Expand For Service Providers

For Service Providers

### For Service Providers

- ☐
- ☐
- [Guidance to public bodies in Wales](#)
- [Information for independent care providers](#)
- [Facts](#)
- ☐
- ☐
- [Comp](#)
- [Colla](#)
- ☐
- ☐
- [Clinic](#)
- [Mem](#)

- [EasyRead](#)

EasyRead

### EasyRead

- ☐
- ☐
- ☐
- [How](#)
- [Infor](#)
- [Complaints about public service providers](#)
- [Complaints about Education](#)
- ☐
- ☐
- [Complaints about Health](#)
- [Complaints about Housing & Your Home](#)
- [Complaints about Parking](#)
- [Complaints about Planning](#)
- ☐
- ☐
- [Complaints about Social Services](#)
- [Complaints about Other things](#)
- [Own Initiative Investigations](#)
- [Thematic Reports](#)
- ☐
- ☐
- [Annual Reports & Accounts](#)
- [Sustainability Reports](#)
- [Equality Documents](#)

- [Join us](#)

- [Contact us](#) Expand Contact us

Contact us

### Contact us

- ☐
- ☐
- [Contact Us](#)
- [Media Centre](#)

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## How to access emails from our office

### Factsheet chapters

- [Introduction](#)
- [How we encrypt emails](#)
- [If you don't have a Microsoft 365 account](#)
- [If you think you are not receiving emails from us](#)
- [If you have a Microsoft 365 account](#)
- [If there are any other issues](#)

### Introduction

We will usually communicate with you via email. If you have sensitive information, we will ensure that your email is encrypted.

Most people think that email is delivered can read it. We do this by encrypting the message.

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### How we encrypt emails

We use Microsoft 365 to send emails. This gives us the option to send an encrypted message using Microsoft 365 Message Encryption which scrambles the message. If you have a Microsoft 365 account, you should be able to read the message the same way as you would with an unencrypted email.

### If you don't have a Microsoft 365 account

Choose the ‘sign in with a one-time passcode’ option to open the email. You will then receive by email the one-time passcode which you can then use to open the email. \*\*

If you are using an Apple device, you will need to know your email application ID password before trying to open the email. Choose ‘Read message’ which will then give you the option to ‘sign in with [email provider] ID’. Please choose this option. Do NOT select the one-time passcode option. Sign in using your email provider password to open the email.

If you would like to know more about signing up for Office 365, you can find out more [HERE](#).

### If you think you are not receiving emails from us

Please check your email Junk or Spam folder. If our emails are going into your email Junk or Spam folder, you can mark the message as ‘not spam’ and move it to your Inbox. Click on one of the links below to take you to the relevant email provider guidance.

- [Microsoft – Mail goes to the Junk folder by mistake \(support.microsoft.com\)](https://support.microsoft.com)
- [Gmail – Mark or unmark Spam in Gmail \(support.google.com\)](https://support.google.com)
- [Yahoo – Manage spam and mailing lists in Yahoo Mail \(help.yahoo.com\)](https://help.yahoo.com)
- [AOL Help – Manage spam and privacy in AOL Mail \(help.aol.com\)](https://help.aol.com)

## If you have problems opening encrypted emails from us

We do all we can to make sure that we protect the information we store and handle. We do not recommend sending an unencrypted email if we think that it needs an extra level of protection. However, if you are experiencing problems opening encrypted emails from us, please let us know. We will find another way to send you the email securely. You can tell us that you do not want to receive encrypted emails but you must understand and accept that this means that your personal or sensitive information will be more at risk.

## If there are problems receiving emails from you

To stop your email being caught in our email filtering system please avoid the following:

- Using all capital letters in the subject line of your email.
- Using exclamation marks in the subject line.
- Attaching very large files to your email.
- Attaching files that contain macros (a tool that automates tasks or performs an action).

There may be other reasons an email may be automatically blocked, so if you are concerned that we have not received your email please [contact us](#).

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### Footer Menu

- [News](#)
- [Join us](#)
- [Accessibility](#)
- [Privacy Notice](#)
- [Contact Us](#)

### 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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- [Accessibility](#)
- [Contact Us](#)

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