

[Skip to main content](#)

- 
- [Cymraeg](#)
-

Type in your search and hit enter to see results...

Our website uses cookies

In order to remember your preferences (“Functional”), to measure traffic to our site (“Analytics”), and to personalise content and ads and enable social media features (“Marketing & Social Media”), we use cookies and similar technologies. We also share information about your use of our website with our social media, analytics, and advertising partners, who may combine it with other information they have collected from your use of their services. You can change or withdraw your consent at any time.

☐ Functional

☐ Analytics

☐ 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:
- 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](#) Expand About Us

About Us

[About Us](#)

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

- Request
- Request
- [How](#)
- [How](#)
- [How](#)
- [Guides](#)

Other:

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

- [Publications](#) Expand Publications

Publications

[Publications](#)

Publications:

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

Case Findings:

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

Our website uses cookies

 Overview

In order to remember your preferences (“Functional”), to measure traffic to our site (“Analytics”), and to personalise content and ads and enable social media features (“Marketing & Social Media”), we use cookies and similar technologies. We also share information about your use of our website with our social media, analytics, and advertising partners, who may combine it with other information they have collected from your use of their services. You can change or withdraw your consent at any time.



Functional



Analytics



Marketing & Social Media

- [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](#)

Our website uses cookies

 Overview

In order to remember your preferences (“Functional”), to measure traffic to our site (“Analytics”), and to personalise content and ads and enable social media features (“Marketing & Social Media”), we use cookies and similar technologies. We also share information about your use of our website with our social media, analytics, and advertising partners, who may combine it with other information they have collected from your use of their services. You can change or withdraw your consent at any time.



Functional



Analytics



Marketing & Social Media



Information for independent care providers

Factsheet chapters

- [Introduction](#)
- [Who can complain?](#)
- [What about informal complaints?](#)
- [What happens if I receive a complaint?](#)
- [What happens if I receive a complaint from the Ombudsman?](#)

Introduction

We can look into complaints

- self funded personal and
- domiciliary care
- independent service has

The factsheet is in

you.

Who can complain?

We can consider complaints made by members of the public where they have experienced injustice or hardship. We can also consider complaints from someone acting on behalf of a member of the public.

In most cases, we need to see that the person had already complained to you as a service provider and that you looked into their complaint.

We usually expect people to complain to us within 12 months of the issue or when they became aware of the issue. We have some discretion to consider complaints outside of this timeframe.

What about informing people of their right to complain to you?

As an independent care provider, you must have a complaints procedure in place. We expect you to include in this procedure information about our role as the Ombudsman.

For example,

The Ombudsman

If you are not happy with how we responded to your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all care providers and government bodies, and can look into your complaint if you believe that you, or the person you represent:

- have been treated unfairly or
- received bad service through some failure on our part, and
- suffered injustice or hardship as a result.

The Ombudsman generally needs you to raise your concerns with us first and to give us a chance to put things right.

Our website uses cookies

 Overview

In order to remember your preferences (“Functional”), to measure traffic to our site (“Analytics”), and to personalise content and ads and enable social media features (“Marketing & Social Media”), we use cookies and similar technologies. We also share information about your use of our website with our social media, analytics, and advertising partners, who may combine it with other information they have collected from your use of their services. You can change or withdraw your consent at any time.



Functional



Analytics



Marketing & Social Media

You can contact the Ombudsman:

- by phone: [0300 790 0203](tel:03007900203)
- by e-mail: ask@ombudsman.wales
- through the website: ombudsman.wales
- By writing to: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

What happens once you receive a complaint?

There is detailed information on how we deal with complaints about services [here](#).

We will make sure that you have had a chance to investigate the complaint and respond in the first instance.

We may decide that it is appropriate to try ‘to settle’ a complaint. This can be a suitable quick means of resolving issues, without going to a full formal investigation. If we decide to resolve the complaint early or settle it as we investigate, we will let you know how we would like you to put things right for the complainant.

We may also decide not to investigate or to discontinue an investigation at any point. In all these cases we will explain our decision and share it with the complainant and with you as the service provider.

If we decide to investigate a complaint we will write to you and complainant setting out what we will investigate. We will usually need to see records and policies and procedures which were in place at the time.

We may ask you for comments. Occasionally we may also need to interview the complainant, your staff or someone acting on behalf of your organisation or anyone else that we think we need to speak to.

In some cases, we may take advice from one of our Professional Advisers.

If we identify any concerns to the lo

What happens

We will write a re before we issue th

If we uphold the c practice. We may

We may share our

On our website, w these summaries t

Sometimes, we m attention. You may be asked to contribute towards the cost of publicity.

We expect you to comply with our recommendations within the time we agreed. You will have to let us know what you did to comply.

[Print Version](#)

- **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.

Our website uses cookies

Overview

In order to remember your preferences (“Functional”), to measure traffic to our site (“Analytics”), and to personalise content and ads and enable social media features (“Marketing & Social Media”), we use cookies and similar technologies. We also share information about your use of our website with our social media, analytics, and advertising partners, who may combine it with other information they have collected from your use of their services. You can change or withdraw your consent at any time.

Functional

Analytics

Marketing & Social Media

Select Language ▼

Powered by [Google Translate](#)

[X \(Twitter\)](#) [Facebook](#) [YouTube](#)

[Designed & Developed by Spindogs](#)

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

Our website uses cookies

 Overview

In order to remember your preferences (“Functional”), to measure traffic to our site (“Analytics”), and to personalise content and ads and enable social media features (“Marketing & Social Media”), we use cookies and similar technologies. We also share information about your use of our website with our social media, analytics, and advertising partners, who may combine it with other information they have collected from your use of their services. You can change or withdraw your consent at any time.



Functional



Analytics



Marketing & Social Media