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Complaints about Parking

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Annual Reports & Accounts
 Sustainability Reports
 Equality Documents

• Thematic Reports

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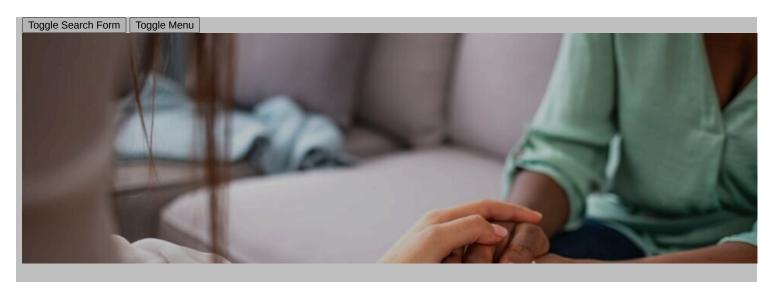
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Information for independent care providers

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☼ Overview

Introduction

We can look into

- self funded personal and
- domiciliary
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The factsheet is in you.

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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.

You can contact the Ombudsman:

• by phone: <u>0300 790 0203</u>

by e-mail: <u>ask@ombudsman.wales</u>through the website: <u>ombudsman.wales</u>

• 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.

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What happens	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	
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practice. We may	Functional Analytics Marketing & Social Media	
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Sometimes, we m		eive media
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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.

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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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