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Making a complaint

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☼ Overview

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Complaints about Parking

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

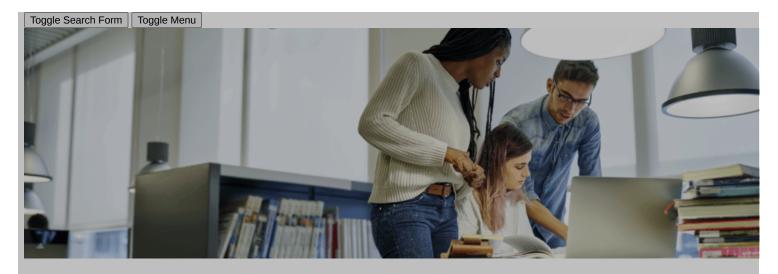
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Care Inspectorate Wales (CIW)

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Introductio

CIW is the indepe services for the w with your complai

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What we ca

We can:

- · Look at complaints about procedural and administrative shortcomings
- Look at complaints where CIW has failed to give a response or has given an unsatisfactory response;
- Look at complaints about CIW's reporting process.

What we cannot do

We cannot:

- Look at any issues of suspension, discipline or any personnel issues about CIW officers or those bodies that it regulates or inspects;
- Question a properly made decision that CIW is allowed to make.

Further information

Further information about CIW, including copies of inspection reports, can be found on its website: https://careinspectorate.wales/

If you wish to appeal against a regulatory decision taken by CIW that you have already made a representation about to CIW itself, you can appeal to the **Care Standards Tribunal**:

Care Standards Tribunal, 1st Floor, Darlington Magistrates Court, Parkgate, DL1 1RU; Tel: 01325 289350; Email: cst@justice.gov.uk

If you have a complaint about the actions of an individual social worker or care worker, you may want to contact Social Care Wales:

Social Care Wales, Southgate House, Wood Street, Cardiff, CF10 1EW; Telephone: 0300 3033 444; Email: info@socialcare.wales Website: https://socialcare.wales/

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.

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