

- 
- [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



Care Inspectorate Wales (CIW)

Factsheet chapters

- [Introduction](#)
- [What we can do](#)
- [What we cannot do](#)
- [Further information](#)
- [Contact us](#)

Introduction

CIW is the independent body that regulates social care services for the Welsh Government. We work with your complaints to ensure the safety and quality of care.

What we can do

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**:

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

and safety of
able to help you

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.

Easy Read

- [Care Inspectorate Wales](#)

[Print Version](#)

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

Get In Touch

0300 790 0203 Or

Public Services O
1 Ffordd yr Hen C
CF35 5LJ

You can contact u
This will not lead
All our documents

Select Language

Powered by Google Tra
[X \(Twitter\)](#) [Facebook](#)
[Designed & Deve](#)

- [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