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For Service Providers

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Advocacy and Advice

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Introduction

We have legal powers on the grounds of your complaint.

Some people can help someone to make a complaint.

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Advisory services

There are number of advisory services. Some offer general advice on a range of subjects, for example, Citizens Advice Wales, and some are specific to the subject you are complaining about, for example, Planning Aid Wales.

Advisory services may offer telephone advice or have an office where you can meet to discuss your concerns. They may be able to give you information about procedures or information about legal matters that relate to your concerns.

Advocacy services

An advocate is someone who can assist a complainant in making a complaint or understanding the complaints process. There are a number of different advocacy bodies which offer a range of different services. Some bodies may offer a telephone advisory service; some may meet with you to discuss your complaint and offer you advice on how to present your complaint. Other bodies may help you make your complaint.

There are two types of advocacy service. The first type of service will advocate for anyone who is making a certain type of complaint, for example, a complaint against a Local Health Board. The other type of service is one which acts on behalf of people within groups, for example, people with learning disabilities or mental health problems.

What we can do

We may be able to provide you with contact details for relevant advisory or advocacy services.

advise you about

complainant may want

What we cannot do

We cannot act as a go-between for you and an advisory or advocacy service.

Issues to bear in mind

Many “third sector organisations” (non-profit/ voluntary/ charitable groups) offer advice and support to those that need their services. If you are already receiving the services of a third sector organisation, you may wish to contact it to ask if it has an advocacy service.

Further information

The following are examples of advice/advocacy services which may be able to help:

Citizens Advice Wales is an advisory service for members of the public in Wales. It may assist you in finding an appropriate advocacy service. You can contact them by phone on 03444 772 020 or on the internet <https://www.citizensadvice.org.uk/>

Llais can provide advice and support with making a complaint. You can contact them on **02920 235 558** or there is more information on their website – www.llaiswales.org.

Planning Aid Wales can help you with a complaint about a local authority. Call 03000 635 004 or visit www.planningaid.org.uk

MIND Cymru can help you with a complaint about a local authority. Call 03000 635 004 or visit www.mind.org.uk

Gingerbread offer advice and support with making a complaint. You can contact them on **0808 802 030** or visit www.gingerbread.org.uk

Advocacy Matters can help you with a complaint about a local authority. Call 03000 635 004 or visit www.advocacymatters.org.uk

[A more complete list of advice and advocacy services is available \[here\]\(#\)](#)

Examples of cases where we have been contacted by people who have used these services are available [here](#)

Contact us

If you would like more information, please [contact us](#) on 0300 790 0203.

Also available in Welsh.

Contact us

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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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