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|  | **This fact sheet is about:**  **Record Keeping** |
|  | Record keeping helps show that professionals made decisions in the right way and that services are good |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to the public organisation. |
|  | If a public organisation will not show you the records or you think something is wrong in the records, you should: |
|  | contact the Information Commissioner’s Office on: 0303 123 1113 or [www.ico.org.uk](http://www.ico.org.uk) |
|  | **What can the Ombudsman do?**  We can do something if a public organisation: |
|  | * has not done a good job keeping records of what it does. |
|  | * has not kept a record of what it decided to do. |
|  | * has made something up in the records, instead of telling the truth. |
|  | * will not show you the records for a person who died. |
|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
|  | * The public organisation not showing you records for someone who is still alive. |
|  | * The public organisation putting the record right about you, or what happened. |

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|  | **Things to think about** |
|  | We may write a report. |
|  | This will show where the records  are wrong. |
|  | The Ombudsman can tell the Council or housing association what we think it should do if we think it has done something wrong. |

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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |