

# How the Ombudsman can help to put things right



**easy  
read**

# Introduction



This document is from the **Public Services Ombudsman for Wales (PSOW)**.



It explains what we can do to put things right.



The **Public Services Ombudsman for Wales (PSOW)** is an independent organisation that deals with complaints about **public services** provided by:



- Local councils
- The National Health Service (NHS)
- Housing associations



A **public service** is a service provided by an organisation that is part of the Government.

# Putting things right



If something has gone wrong, we will try to put it right.



If something is going wrong with a public service, we will give them a chance to sort it out before we say what we think should happen.



## If you mainly want compensation

If you are complaining about a public service and you only want **compensation**, you may have to go to court.



**Compensation** is money that is paid to cover the cost of something that has happened.



We cannot **investigate** a complaint if it is going to court.



**Investigate** means looking into something to find out what has happened.

## Ways we can help to put things right

We can help you get the service to:



- say sorry for the problem



- explain why something went wrong

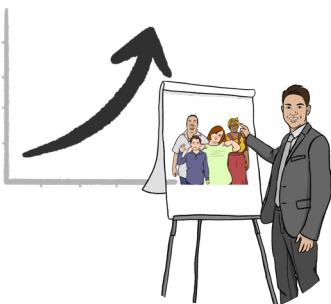


We can also make the service:

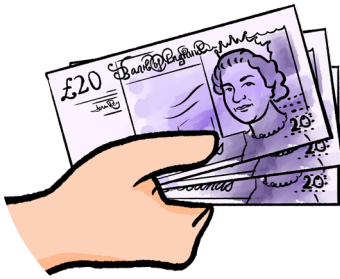
- look at what they did wrong that caused you to complain



- change the way they do things



- improve their staff training.



There are some cases where we can ask the service to pay money towards your costs.



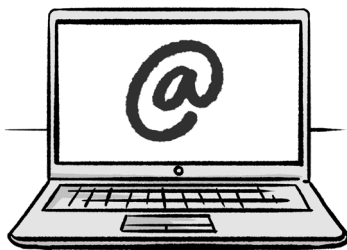
This would be if you have spent a lot of time and trouble making the complaint.

# For more information



If you need more information please contact us by:

Phone:  
**0300 790 0203**



Email:  
**[ask@ombudsman.wales.org.uk](mailto:ask@ombudsman.wales.org.uk)**



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