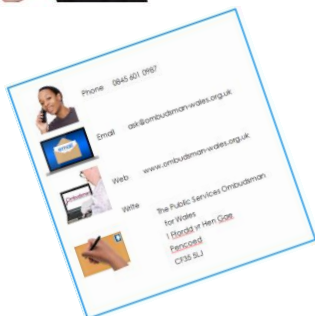


You have complained about a public service in Wales



This is what happens if you complain to us about public services.



The back page tells you how to find out more.



You can talk to us if you are not sure whether to complain to us.



This is what happens if you complain to us about organisations like:



- A local council



- The NHS



- Fire & Rescue



- National Park Authorities



- Natural Resources Wales



Llywodraeth Cymru
Welsh Government

Welsh Government bodies.

Some examples are



- The Arts Council of Wales



- National Museums



- Sports Wales



- Social Care Wales



- Care Inspectorate Wales



I've sent a complaint

We will look at the information you sent us.



We will check:



- Is the complaint about something we are allowed to investigate?
- Did it happen in the last 12 months **or** did you find out about it in the last 12 months?
- Have you given the organisation a chance to put things rights?



We can only do something about your complaint if the answer to all 3 questions is “yes”.



We will check this in 6 weeks.



We will tell you if we can do anything about your complaint.

We can only investigate:



- If the organisation might have acted badly

and



- what they have done has hurt you or made your life difficult.



What happens if we can't help?



We will write and tell you why we can't help.



We will tell you if we think someone else can help.



We may tell the organisation to look into your complaint.



We may do this if we think you haven't given them a chance to put things right.



What happens if we can help?



We will write and tell you what we are doing.
We will write to the organisation too.



We may ask the organisation to do something quickly to put things right.



We may investigate your complaint. It may take up to 12 months to investigate your complaint.



Investigating your complaint



We may ask you more about what happened.



We will ask the organisation for information about what happened. We may ask them to send us reports or papers.



We will tell you what we are doing.



When we have finished, we will write a report or letter to say:



- What information we used



- What we decided



We will send this to you and to the organisation.



You can tell us what you think.



Then we do a final report or letter.



If we ask the organisation to do something to put things right, we will check they do it.





I'm not happy with what you've done



If you think we have got it wrong, you must write to us within 4 weeks.



You can ask us to look again **if:**



- You have new evidence



- You can show we did not think about all the information we had.



We will decide if we will look at your complaint again.

Contact us



Phone 0300 790 0203



Email ask@ombudsman.wales



Web www.ombudsman.wales



Write
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Pencoed
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This Easy Read has been independently checked using Check It!



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