



**Ombwdsmon
Ombudsman**
Cymru · Wales

How to complain to us about Welsh public services



ombudsman.wales

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg
This document is also available in Welsh

We are the Public Services Ombudsman for Wales

We do three things. We:

- investigate complaints about public services
- consider complaints about councillors breaching the Code of Conduct
- drive systemic improvement of public services and standards of conduct in local government in Wales.

We are independent, impartial, fair and open to all who need us. Our service is free to use.



This leaflet is about how to complain to us about Welsh public services. There is more information about what we can and cannot do on our website: [ombudsman.wales](https://www.ombudsman.wales).

What services we can look at

We can look into complaints about most Welsh public services – for example, **healthcare**, **social care** or **social housing**. We can also look into complaints about **private social care** and **some private healthcare**.

We look into complaints that people were treated unfairly or that an organisation did not follow the right process. In complaints about healthcare and social care, we can look at whether decisions about care and treatment were correct.

We can look into your complaint if

- you have already complained to the organisation, but you are unhappy with how it responded.
- the issue you are complaining about happened less than a year ago, or you became aware of it less than a year ago (unless you can give us a good reason why you did not complain to us sooner).
- there are signs that the organisation did not get things right and that has caused injustice and hardship to you, or the person you are representing.
- you are not able to take legal action about the issue.

If we think that the organisation did not get things right, we may try to resolve the issue early.

If we decide to investigate, we will contact you to discuss your concerns and explain what will happen next.

If we decide not to investigate your complaint, we will explain why.

Help us to help you

When you complain to us, send us all the relevant information that you hold. If you can, you should include a copy of the organisation's response to your complaint.

Be as clear as you can, so we can quickly understand your evidence and what you want the organisation to do to put things right for you.

If you need any support or advice before making your complaint, contact us and we will do our best to help.

How to contact us



complete our
online complaint form



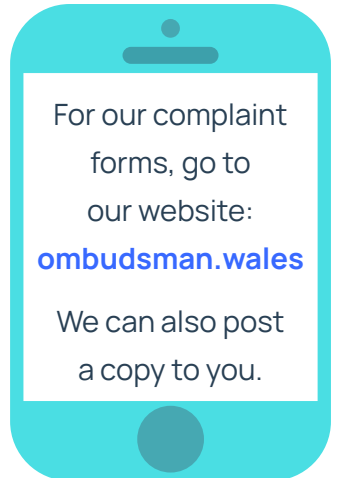
call us:
0300 790 0203



email us:
ask@ombudsman.wales



send us a letter:
**1 Ffordd yr Hen Gae,
Pencoed, CF35 5LJ**



If you would like to read this leaflet in another format (for example Braille, large print or Easy Read), just let us know.