



# This fact sheet is about: The Ombudsman



## What does the Ombudsman do?



The Ombudsman is independent.



The Ombudsman is head of a team.  
They look at complaints fairly.



The complaints are about public services like:

- Health,
- Housing
- Government.



How does the Ombudsman get the job?



The Ombudsman is chosen by the Welsh Parliament.



The Queen gives the Ombudsman the job.

She can also take it away if the Welsh Parliament says that needs to happen.



How is the Ombudsman funded?



The work of the Ombudsman is paid for by the Welsh Parliament.



Who does the Ombudsman report to?



The Ombudsman does not have a boss.



A group of independent people gives the Ombudsman advice.



They make sure the Ombudsman service does the best work it can.



## How does the Ombudsman work?



There is a law called the Public Services Ombudsman Wales Act.



It says that the Ombudsman team decides what work it will do and write reports on.



The Ombudsman does some work.  
Other work is done by the team.



If a member of the team has worked on your complaint you can ask the Ombudsman to look at a decision about it.



You can do this if:

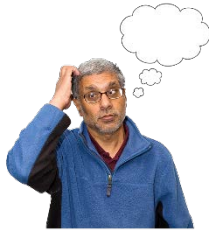
- there are new facts.
- the old facts were not looked at properly.



It will be looked at by a senior member of staff.



If you are unhappy with the Ombudsman's decision you can get legal advice about going to court.



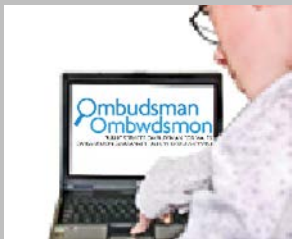
If you are still not sure if the Ombudsman can help, contact us.



## How to contact the Ombudsman



0300 790 0203



[ask@ombudsman.wales](mailto:ask@ombudsman.wales)  
[www.ombudsman.wales](http://www.ombudsman.wales)



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