

# Advocacy and Advice



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# Introduction



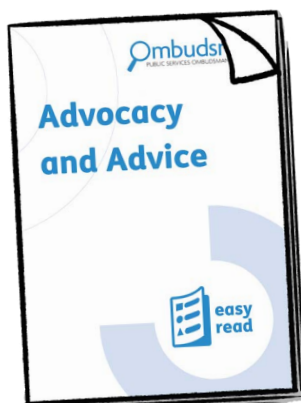
The Public Services Ombudsman for Wales (PSOW) is an independent organisation that deals with complaints about:



- public services - these are services provided by an organisation that is part of the government



- local councillors - these are people chosen to run a council.



This information explains what help and advice you can get when you want to make a complaint.

# Help and advice



When you make a complaint about a public service or a councillor, it is our job to look into what has happened.



We cannot:

- give you advice about the reason for your complaint



- speak up for you when you make a complaint.



We can tell you about services that can give you help and advice about making a complaint.



## Advice services

There are different advice services that can help you to make a complaint.



For example, one service might help you with a complaint about a health service. Another might help you to complain about a planning issue.



Advice services might be able to help you over the phone or arrange to meet you in their office.



## Advocacy services

An **advocate** is someone who can help you to speak up, or speak up on your behalf.



There are different organisations that offer advocacy services.



If you get support from an organisation to help you live independently, you can ask them if they offer advocacy.



Some advocacy services will help you to prepare for making a complaint.

Others will also support you when you make a complaint, or make a complaint on your behalf.

# Further Information



Here are some contact details for services that can help you to make a complaint.



## Citizens Advice Wales

They give you free advice about your rights, the law, money and other problems. They may help you find an advocacy service:



Phone:

**03444 772 020**

Website:

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

## Community Health Councils (CHC)



They have advocates who can help you make a complaint about your local doctor (GP), dentist, pharmacist or a Health Board.

You can find your nearest CHC by contacting the Board of Community Health Councils:



Phone:  
**0845 644 7814**

Website:  
**[www.wales.nhs.uk](http://www.wales.nhs.uk)**



## Planning Aid Wales

They give advice on plans for new buildings and roads:



Phone:  
**02920 625 004**

Website:  
**[www.planningaidwales.org.uk](http://www.planningaidwales.org.uk)**



## MIND Cymru

They give help and advice on mental health issues:

Phone:

**029 2039 5123**

Website:

**[www.mind.org.uk](http://www.mind.org.uk)**



## Gingerbread

They give advice and support to single parents:

Phone:

**0808 802 0925**

Website:

**[www.gingerbread.org.uk](http://www.gingerbread.org.uk)**







## Advocacy Matters Wales

They help adults with learning disabilities or Aspergers syndrome:

Phone:  
**02920 233 733**

Website:  
**[www.advocacymatterswales.co.uk](http://www.advocacymatterswales.co.uk)**



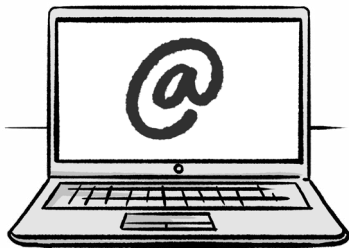
You can find links to more advice and advocacy services on our website:  
**[www.ombudsman.wales](http://www.ombudsman.wales)**

# 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)**



Website:  
**[www.ombudsman.wales.org.uk](http://www.ombudsman.wales.org.uk)**



Post:  
**Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
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