



**Ombwdsmon  
Ombudsman**  
Cymru · Wales

## How we can help you to use our service



[ombudsman.wales](https://ombudsman.wales)

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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

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We do three things. We:

- investigate complaints about public services
- consider complaints that councillors have breached the Code of Conduct
- help to improve 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.



At PSOW, we aim to remove, reduce and prevent any barriers to access for people who complain to us. We will do our best to help, as long as what you need is **reasonable** and **proportionate**.



We embrace the Welsh language. You can always complain to us in Welsh. This will not lead to us taking longer to respond to you.



You can translate our website and our online complaint form into different languages. You can also access it using assistive technology.

## We may be able to

- arrange to take your complaint over the phone or meet you over an online communication tool (such as Microsoft Teams)
- send you information in different formats (for example, large print, Easy Read format, Braille, audio recording, or on different coloured paper)
- send you information in your preferred language or arrange for an interpreter to help us communicate
- give you more time to send us any information we need from you
- make sure we do not contact you on some dates (for example, during some religious festivals)
- arrange to call you at a specific time, or let you know when we will get in touch
- if you are anxious about talking to people you do not know, arrange for you to have a single point of contact as we deal with your complaint.

# Help us to help you

When you contact us, it will always be helpful if you let us know about your needs and / or if you can suggest what support would work for you.

Your situation may change over time. If that happens, please let us know. We may also ask you about your needs as we look at your complaint.

If you are finding it difficult to explain what support you need, let us know - we may be able to direct you to an organisation that can help.

## How to contact us



call us:  
**0300 790 0203**



email us:  
**[ask@ombudsman.wales](mailto: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.