**Complaints about our service**

We aim to provide a first-class Ombudsman service for Wales and recognise that there will be occasions when you are unhappy with the service we have provided.

If you have concerns about the service we have provided we want to hear from you. This includes any concerns you may have about our compliance with the Welsh Language Standards.

As part of our service commitments, we aim to:

* provide an accessible, simple, effective and transparent process for looking into complaints about the service we give;
* meet the requirements of the Welsh Language Standards;
* respond quickly to complaints about the service we have provided; and,
* if we have got things wrong or given poor service, apologise and learn from our mistakes.

In relation to complaints about the Welsh Language Standards, we ensure that all staff receive training in terms of the Welsh Language Standards relevant to them and how to communicate internally any complaints related to them. When investigating, we will involve relevant staff with responsibility and knowledge of the relevant Standards and we will offer them further training on how to look into complaints like this if needed. We will inform the relevant staff of the outcome of any complaint so that they can take remedial action immediately.

**Process**

If possible, we believe it’s best to deal with things straight away rather than try to sort them out later. If you have a concern, please raise it with the officer you’re dealing with. They will try to resolve it for you, there and then. If the officer is unable to help, they will explain why.

If you remain unhappy you can submit a formal complaint about the service you have been given.

We ask that you submit your complaint within **1 month** of becoming aware of the concern, so we can quickly take action to put things right. If you contact us after 1 month we may not be able to consider your concerns.

When we receive your complaint about the service you have been given, we will assign your case to a relevant manager, who will look into your complaint.

We will send you an acknowledgement within **5 working days** and a formal response within **20 working days**.

If you feel that the Ombudsman has not succeeded in resolving your complaint you can appeal to the Independent External Reviewer.

**How to submit your complaint**

You can submit your complaint using our[**online form**](https://uat.psow.spindogs-dev7.co.uk/comment-or-complain-about-the-standard-of-service-you-have-received-from-us/)**.**

You can also complete and print a copy of the attached form and send it by post to**:**

**Feedback Team**

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

Bridgend

CF35 5LJ

Alternatively, you can email us at:

[Feedback@ombudsman.wales](mailto:Feedback@ombudsman.wales)

**What if I need help?**

Our staff will aim to help you make your concerns known to us. If you need extra assistance, we will try to put you in touch with someone who can help.

**What this policy does not cover**

We **do not** consider Decision Reviews. Information about how to ask for a review of a decision we have made (on a complaint about a public service provider or councillor) [can be found here](https://uat.psow.spindogs-dev7.co.uk/review-a-decision-by-the-ombudsman-about-a-complaint-involving-another-public-body/).

This policy also **does not** apply if your concern relates to a Freedom of Information or Data Protection decision. In these circumstances, you should contact the Ombudsman’s Information Governance Manager by emailing [information.request@ombudsman.wales](mailto:information.request@ombudsman.wales)

or by writing to:

**Information Governance Manager**

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Copies of this policy and the complaint form are available in Welsh and English and can be provided in audio or large print format.

**Gallwch ysgrifennu atom yn Gymraeg a byddwn yn ymateb yn Gymraeg. Ni fydd hyn yn arwain at oedi cyn ymateb.**

**You can write to us in Welsh and we will reply in Welsh. This will not lead to a delay in responding.**