**Decision Review Policy**

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5. **Your Complaint – Our Decision: what this policy covers**

Our aim is to consider your complaint fairly and impartially and provide you with an explanation of the reasons for any decision we make.

However, we recognise that there will be occasions when complainants are unhappy with our decisions and may feel we have made a mistake. Our Decision Review Process can look at the concerns you may have.

It is important to note that the decision review process is not an automatic appeal process, and you must provide us with reasons to support your request.

We will not re-examine the whole of your complaint against the public body. Instead, we will focus on our decision and the reasons we have given for our decision.

The process is explained below.

1. **The Decision Review Process**

You can use the attached form to ask for a review of our decision:

* Not to investigate your complaint, or part of it.
* To discontinue an investigation.
* Where you think that our decision following an investigation is flawed.

There is no automatic right to a review. We will not carry out a review simply because you disagree with our decision.

You must have new evidence that you did not send us previously or be able to show that we have made a mistake in reaching our decision. This means you can show us that we did not properly consider evidence you sent us and that it has affected the decision we made.

You must make your request within **20 working days** of our decision.

If you have been unable to make your request in this timescale, provide reasons for any delay. We will consider whether there are grounds for us to accept a request made after 20 working days but will only do so in exceptional circumstances. Our decision on time grounds is final.

[You can also complete the form online here](https://uat.psow.spindogs-dev7.co.uk/review-a-decision-by-the-ombudsman-about-a-complaint-involving-another-public-body/).

**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 happens next**

When we receive your request we will:

Formally acknowledge your request within 5 working days.

Arrange for the Lead Review Officer to consider your request or, in certain circumstances, arrange for another senior member of staff who has not been involved previously to consider it.

Write to you with the outcome.

We aim to consider most review requests within 20 working days but complex cases may take longer.

**The possible outcomes**

The outcome of your review request may be:

* That we are unable to consider your review request. If that is the case, we will explain why; or
* That we agree to re-consider your complaint, or parts of it; or.
* That we propose additional action (s) by the public body to resolve your complaint; or
* We confirm our previous decision.

**If you are still unhappy following a review**

The decision on any review is final and there is no further appeal or review process.

Unless you subsequently raise new issues that we consider are significant, we will not be able to discuss matters or respond to you further.

Although we have a separate process for looking at complaints about our service, you cannot use that to complain about a decision on a review.

There may be other legal options available to you and you may therefore wish to take legal advice.

1. **How to submit your request**

You can submit your request using [our online form available here](https://uat.psow.spindogs-dev7.co.uk/review-a-decision-by-the-ombudsman-about-a-complaint-involving-another-public-body/).

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

The Review Team

Public Services Ombudsman for Wales

1 Ffordd Yr Hen Gae

Pencoed

Bridgend

CF35 5LJ

Alternatively, you can email it to us at:

review.request@ombudsman.wales

1. **What this policy does not cover**

We do not consider **complaints about our service** under this policy. If you have a complaint about the service you received from us, [you can complain here](https://uat.psow.spindogs-dev7.co.uk/comment-or-complain-about-the-standard-of-service-you-have-received-from-us/).

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

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.**