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| See the source image | **This fact sheet is about:**  **Care Inspectorate Wales (CIW)** |
|  | CSSIW make sure social care services are run properly. It does this by: |
|  | * Inspections |
| Description: Macintosh HD:Users:Wyatt2:Desktop:barod pics:AGGCC report.png | * Regulations |
|  | * Reviewing |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to CSSIW first. |
| Description: Macintosh HD:Users:Robert:Desktop:social care pics:Place_Council_1024x1024.png | Complaints about Social Services should be made to the Council. |
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|  | **What can the Ombudsman do?**  We can do something if CSSIW: |
|  | * has not made other organisations follow the rules. |
|  | * has not looked at the Council’s social services properly. |
|  | has not come back to you about your complaint. |
|  | * is not telling us about things properly. |

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|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
|  | * complaints about CSSIW staff. |
|  | * a properly made CSSIW decision. |
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|  | **Things to think about** |
|  | The Council may get involved if they have paid for the service. |
|  | * We will look at complaints from people who pay for their own care. |
|  | The Ombudsman can tell CSSIW what we think it should do if we think it has done something wrong. |

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|  | **More information** |
| Description: Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:Computer-Laptop_AGGCC.png | More about **CSSIW** can be found here: [cst@justice.gov.uk](mailto:cst@hmcts.gsi.gov.uk) |
|  | If you think CSSIW made the wrong decision about standards being used you can go to the **Care Standards Tribunal**:  Phone 01325 289350  Email: [cst@justice.gov.uk](mailto:cst@hmcts.gsi.gov.uk) |

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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |