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|  | **This fact sheet is about:**  **Healthcare Inspectorate Wales (HIW)** |
|  | HIW makes sure Welsh health care is safe and good quality. |
|  | HIW looks at health services and says how well they are doing. |
|  | And that people kept in hospital for their mental health can get a second opinion from a doctor. |
|  | It makes sure the law is followed. |

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|  | **What do you do before you contact the Ombudsman?** |

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|  | If you think HIW has broken the rules the Ombudsman may look at your complaint. |
|  | **What can the Ombudsman do?**  We can look at: |
|  | * how health services are inspected. |
|  | * how HIW report on health services. |
|  | * how HIW do their job. |
|  | * if HIW have not answered   your complaint. |
|  | **What can’t the Ombudsman do?**  We cannot look at: |
|  | * HIW staff. |
|  | * anything HIW has done that involves the courts. |
|  | * something HIW decided if they followed the rules. |

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|  | **Things to think about** |
|  | The Ombudsman can tell HIW what we think it should do if we think it did something wrong. |
|  | HIW do not look at complaints about health treatments themselves. |
|  | The NHS deal with this kind of complaint. |
| A picture containing text, map  Description generated with very high confidence | HIW may do something about a problem with the way the NHS works. |
|  | You need to make a complaint if you are unhappy with something to do with: |
|  | * your HIW registration. |
|  | * what HIW did to make changes   to a service. |
|  | **More information** |
|  | There is more on HIW and their complaints procedure at:  [www.hiw.org.uk](http://www.hiw.org.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. |