

Public Services Ombudsman for Wales

About our recommendations

Easy Read factsheet



This document was written by the **Public Services Ombudsman for Wales**. It is an easy read version of ‘**Recommendations and Compliance factsheet**’.

February 2023

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 16**.



Where the document says **we**, this means **Public Services Ombudsman**. For more information contact:

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Introduction



We are the **Public Services Ombudsman for Wales**.

We deal with complaints about:

- **Public services**



Public services are services paid for by the Government. For example: local councils, the NHS, social landlords.

- Local councillors breaking the **code of conduct**. Local councillors are people chosen to run a council.



Code of conduct means the rules and standards someone must follow in their job.

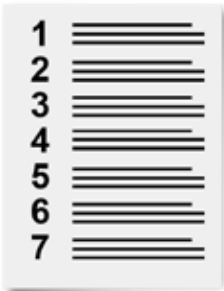


Our aim is to improve **public services**.

This document is about:



- what we do to resolve a complaint about **public services**



- **recommendations** we issue to the **public body**

Recommendation means saying what actions need to be taken to solve a problem.



Public bodies are organisations that run services for the public. They have money from Welsh Government to run.



- what happens if the **public body** does not follow our **recommendations**.

What we do when we get your complaint



We want everyone to be able to make a complaint if they need to.



And we want everyone to have a clear outcome to their complaints.



We will look into your complaint and check if we can help.



If we find out that the organisation has been unfair to you, we can issue **recommendations** to the organisation to make things right.



You can find out about the type of **recommendations** we can make in our **remedies factsheet** here: www.ombudsman.wales/factsheets/remedies



Public bodies do not have to follow our actions by law.



Public bodies usually agree and follow our actions unless they have reasons not to.

If we decide to look into your complaint

We can look into your complaint:



- If the organisation might have acted badly.



- What they have done has hurt you or made your life difficult.

If we can resolve your problem quickly:



We will look into your complaints. If we think there is a problem, we will first try and find a way to make it right quickly.



We will contact the organisation and ask it to carry out any action to solve your problem.



If the organisation agrees and takes action to solve your problem, then the case will be closed.

Proof

They have to give **proof** about what actions were taken to solve your problem.



If your problem is still not solved, you can tell us about it. We may be able to look in to your complaint again.

If we need to investigate

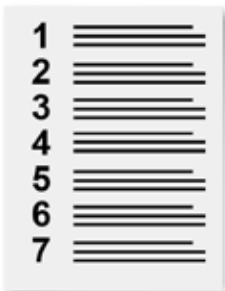


Investigation means looking into something. We will usually do it if we think there may be a serious problem.



We will **investigate** to check if the organisation is at fault if we think that:

- something has gone wrong
- and we cannot solve your problem quickly.



If we think the organisation has been unfair to you, we will issue **recommendations** to solve your problem.



We will share a draft document of **recommendations** with **you** and the **organisation**.



You can find out more about what we do when we get your complaint here: [what we do when we get your complaint about a public body in Wales factsheet](#).



We will make sure, **you** and the **organisation** get to comment on **recommendations** we make.



We will talk with **you** and the **organisation** before we make any final decision.



If we decide to change the **recommendations** after discussions, we will share a new updated draft with **you** and the **organisation**.

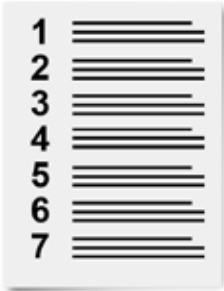


If the organisation still does not agree with the actions, we may issue a **special report**.



When the organisation agrees, we will give a **final report** to **you** and the **organisation**.

The final report will have:



- agreed **recommendations**



- and dates of when the actions have to be completed.

When actions have been completed



We will need proof from the organisation that each action is completed.



We should get proof by the deadline date for each action.



The proof could be things like:

- a copy of an apology letter sent to the person who made a complaint.
- or a copy of a policy.



We will decide if the proof is good enough.



We will need proof for each **recommendation**.



If the organisation has completed all the actions, we will send a letter or email to **you** and the **organisation**.



The letter will confirm that the organisation has followed all the **recommendations**. And the case is closed.

What happens if the organisation does not follow the recommendations



If the deadline for giving proof has passed, we will contact the organisation to ask why it is taking them more time.



When we get a reponse, we will find out if the organisation has followed the **recommendation**.



If we don't get a reply, we may issue a **special report**.

If we are not happy with the proof:



- We will contact the organisation and ask to provide better proof.



If we are still not happy with the proof, we may issue a **special report**.

The organisation may decide not to follow the **recommendations** because of reasons like:



- if things change or
- if the person who made the complaint decides that they do not want any actions to take place.



We will check with the person who made the complaint if that is true.

We may issue a special report:



if the organisation does not carry out the **recommendations** without any good reasons



if a organisation took different actions from the agreed ones and still did not meet the **recommendations**



If you have any questions, you can contact us by phone or email. Or fill our enquiry form here: www.ombudsman.wales/contactus.

Hard Words

Code of conduct

Code of conduct means the rules and standards someone must follow in their job.

Investigation

Investigation means looking into something.

Public services

Public services are services paid for by the Government. For example: local councils, the NHS, social landlords.

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Recommendation

Recommendation means saying what needs to be done to solve a problem.