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|  | **This fact sheet is about: Social Services** |
|  | Social Services give care and support to people with certain needs. |
|  | People who use social services and their carers can use the Council complaints process if things go wrong. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to the Council. |
|  | **What can the Ombudsman do?**  We can do something to: |
|  | * look at how they work. |
|  | * see if they made the right decisions and gave the right care. |
|  | * see if they did assessments in the   right way. |
|  | * look at how they dealt with your complaint. |

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|  | **What can’t the Ombudsman do?**  We cannot: |
|  | * look at staff issues or say the Council must give you a new social worker. |
|  | * ask the Council for information for you. |
|  | * get involved if the courts   are involved. |
|  | * look at abuse. |
|  | * look at an organisation the Council has paid to give care. |
|  | * look at things more than one organisation decided together. |
|  | * decide what you need or how it should be paid for. |
|  | * look at a complaint for a child   unless it is made by their parent  or guardian. |
|  | * always look at a complaint if you don’t use social services. |

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|  | **Things to think about** |
|  | Councils take charge of keeping people safe but they work with the police and Health Boards. |
|  | Sometimes a complaint about  keeping people safe needs to go  to them all. |
|  | The Ombudsman can tell the Council what we think it should do if we think it has done something wrong. |

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|  | **More information**  You can get advice from: |
|  | **Welsh Government** at: [www.gov.wales/topics/health/socialcare/?lang=en](http://www.gov.wales/topics/health/socialcare/?lang=en) |
|  | **Age Cymru** for people over 50:  08000 2223 444 and [www.ageuk.org.uk/cymru/](http://www.ageuk.org.uk/cymru/) |
|  | **Mind Cymru** for people with mental health problems: 029 2039 5123 and [www.mind.org.uk/about-us/mind-cymru/](http://www.mind.org.uk/about-us/mind-cymru/) |
|  | **MENCAP Cymru** about learning disability: 029 2074 7588 and [www.mencap.org.uk/mencap-cymru](http://www.mencap.org.uk/mencap-cymru) |
|  | The **Family Rights Group** for families of children needing social care services: 0808 801 0366 and [www.frg.org.uk/](http://www.frg.org.uk/) |
|  | **Care Council for Wales** about an individual worker: 0300 30 33 444 and  [www.ccwales.org.uk](http://www.ccwales.org.uk) |
|  | **Care and Social Services Inspectorate Wales**: 0300 7900 126 and [cssiw.org.uk](http://cssiw.org.uk) |
|  | **The Older People’s Commissioner for Wales:** 029 2044 5030 (for a call back) [www.olderpeoplewales.com/en/Home.aspx](http://www.olderpeoplewales.com/en/Home.aspx) |
|  | **The Children’s Commissioner for Wales**: for under 18s (under 25s if they have been in care) 01792 765600 and [www.childcomwales.org.uk/](http://www.childcomwales.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. |