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Ombudsman
Cymru • Wales

Healthcare Inspectorate Wales (HIW)

Introduction

Healthcare Inspectorate Wales (HIW) inspects and regulates all health care in Wales. If you think that HIW has not followed the law, regulations or guidance, we may be able to look at your complaint.

HIW's main responsibilities include:

- carrying out inspections, reviews and investigations into NHS healthcare services;
- registering and regulating independent healthcare providers in Wales including the investigation of concerns from members of the public that an independent provider has breached regulations that govern its activities;
- giving a review service for mental health, including the application of the Mental Health Act 1983 and giving a Second Opinion Appointed Doctor service for patients being treated and detained under the Mental Health Act; and
- monitoring Deprivation of Liberty Safeguards by the NHS being put into practice.

What we can do

We can:

- Look at complaints about procedural and administrative shortcomings coming out of a HIW inspection or review of a Regulated Service (including activities linked to a complaint or concern);
- Look at complaints about procedural and administrative shortcomings coming out of an inspection or review by HIW of NHS services;
- Look at complaints where HIW has failed to give a response;
- Look at complaints about HIW's reporting process;
- Look at complaints of poor administration by HIW.

What we cannot do

We cannot:

- Look at any issues of suspension, discipline or any personnel issues regarding HIW officers or those officers from a service that HIW is investigating;
- Look at action taken by HIW about a matter that is, or has been considered by the courts;
- Question a properly-made decision that HIW is allowed to make.

Issues to bear in mind

It is not HIW's role to deal with complaints from patients about the treatment they had from the NHS. This is a matter that can be dealt with under the NHS complaints procedure. HIW may however act on any such information that might indicate a systemic failure of NHS services. Similarly, it is not HIW's role to deal with complaints from patients about the treatment they had from independent healthcare providers. However, HIW can look at complaints and concerns from patients and professionals that independent providers may have breached relevant regulations.

Further information

Further information about HIW, including their complaints procedure, can be found on its website: <https://www.hiw.org.uk>

Contact us

If you are not sure whether we would be able to look into your complaint, please [contact us](#) on 0300 790 0203.

Also available in Welsh.

Easy Read

HIW

