

You have complained about a person



This is what happens if you complain about:

- a councillor
- a board member for Fire & Rescue or National Parks Authorities
- Police and Crime Panels



The back page tells you how to find out more.



You can talk to us if you are not sure whether to complain to us.



I've sent a complaint



We let you know we got your complaint.

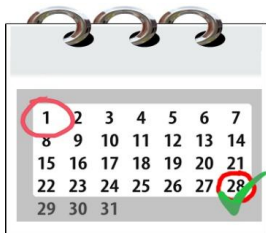


We check:

- Have you given us any evidence that the person has broken the rules?
- Is your complaint about something serious?



We can only do something if the answer to both questions is "yes".



We will check this in 4 weeks.

We will tell you if we can do anything about your complaint.



What happens if we can't help?



We will write and tell you if we don't think you have given us evidence that the person has broken the rules. We tell the person you complained about.



The council or authority has someone whose job is to make sure people follow the rules. We will tell that person about your complaint.

What happens if we can help?



If the answer to both questions was “yes”, we will write and tell you that we will investigate.



We may ask you for more information.



We tell the person you have complained about. The council or authority has someone whose job is to make sure people follow the rules. We will tell that person about your complaint.



We may ask for copies of papers. We may talk to other people.



We will tell you what we are doing.

It may take up to 12 months.



You must keep all the details private. This means no-one can talk to the newspapers or TV about the complaint.



When we have all the information, we will write to:



- you



- the person you complained about



- the person whose job is to make sure people follow the rules



We may decide:



- The person has done nothing wrong



- The person broke the rules, but it is not serious.



- The person broke the rules and we are going to tell the Standards Committee or Adjudication Panel for Wales so they can decide what to do.



I'm not happy with what you've done



If you think we have got it wrong, you must write to us within 4 weeks.



You can ask us to look again **if**:



- you have new evidence



- you can show we did not think about all the information we had.



We will decide if we will look at your complaint again.

Contact us



Phone 0300 790 0203



Email ask@ombudsman.wales



Web www.ombudsman.wales



Write

The Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ