

Making a complaint about the public body you work for



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Contents

Page



Introduction

3



Complaints

4



Further information

10



Contact us

11

Introduction



The Public Services Ombudsman for Wales (PSOW) is an independent organisation that deals with complaints about:



- public services - these are services provided by an organisation that is part of the government



- local councillors - these are people chosen to run a council



- public bodies - these are organisations that give services to the public. They get money from the government but are not part of it.



This information will let you know how to make a complaint to do with your job if you work for a public body in Wales.

Complaints



If you work for a public body, you can make a complaint with us.



You should also read this general information about how to complain: www.ombudsman.wales/how-to-complain/

What we can do

We can deal with complaints about how a public body:



- finds and hires new staff



- decides who gets a job.



We can't deal with anything else to do with jobs.

What we can't do

We can't deal with complaints about how public bodies deal with:



- staff who have broken rules



- complaints



- ending people's jobs



- wages, company cars or other bonuses



- pensions



- sick pay



- maternity pay - this is money you get when you are off work having a baby



- how they treat their staff



- bullying at work



- health problems caused by work



- disagreements about what a job involves



- industrial disputes - these are when a company and their staff disagree about something.



You may be able to get an Employment Tribunal to deal with your complaint instead.

Things to think about



Even though we can't deal with all complaints about jobs with public bodies, we can deal with complaints about other things.



For example, if you receive a service from a public body you can complain about it even if you work there.



You can complain about council services even if you work for the council.



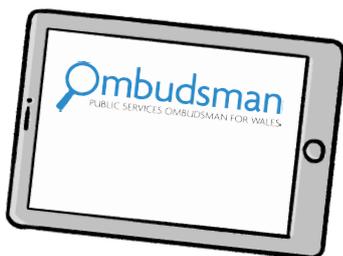
We may accept complaints from **whistleblowers**. A **whistleblower** is someone who says something when the organisation they work for is doing certain things wrong.



There is more information about what we can do here:
www.ombudsman.wales/fact-sheets/code-of-conduct-general-information/



We might also decide to look into something a public body is doing ourselves.



There is more information on what we can do here: <https://www.ombudsman.wales/own-initiative-investigations/>



We work on our own and don't take sides.



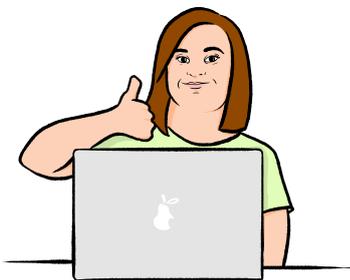
We can't force public bodies to do something, but they nearly always do what we suggest.



Some examples of problems we have looked at can be found on our website: **www.ombudsman.wales/case-books/**

Further information

Problems with your work can be hard, and you should get legal advice.



- **ACAS** gives free information and advice on anything to do with jobs and the law: www.acas.org.uk/

- If you are a member of a Trade Union you should contact them as they may be able to help you.



- **Citizens Advice** can provide free advice.

You can find the nearest branch in the telephone directory.

Their website has a section with advice about jobs:

www.citizensadvice.org.uk/wales/



- Many **solicitors** are able to give you advice. This normally costs money.

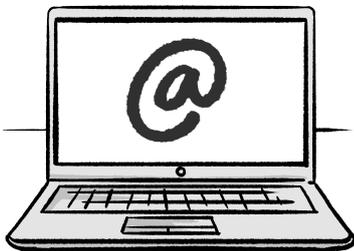
A **solicitor** is a type of lawyer who can help with your rights.

Contact us



If you are not sure whether we can help please contact us:

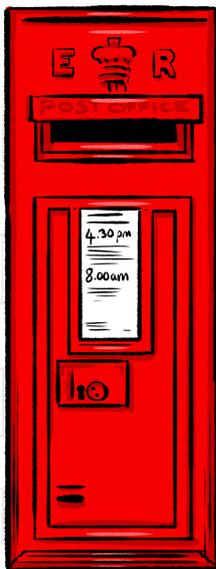
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