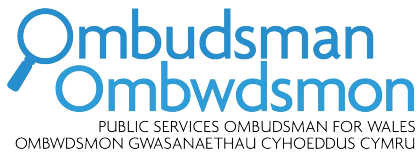


How we decide to start an Own Initiative Investigation



**easy
read**

Introduction



This document is from the **Public Services Ombudsman for Wales (PSOW)**.



Normally we start an investigation into a public service because someone has made a complaint.



Sometimes we start an investigation even though no-one has made a complaint.

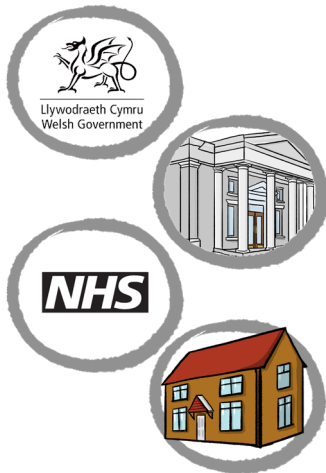


This is called an **Own Initiative Investigation**.



This document explains how we decide to start an **Own Initiative Investigation**.

The **Public Services Ombudsman for Wales (PSOW)** is an independent organisation that deals with complaints about **public services** provided by:



- Local councils
- The National Health Service (NHS)
- Housing associations
- The Welsh Government



A **public service** is a service provided by an organisation that is part of the Government.

2 types of Own Initiative Investigation

There are 2 types of Own Initiative Investigation:



- When we look into something that does not come from a member of the public.

This is called a '**Wider Own Initiative Investigation**'



- When we are already looking into something and decide to look into more things.

This is called an '**Extended Investigation**'

How we decide to start a wider investigation



We need to have enough information that shows we should start an investigation.

The information may show that:



- The service has been run in a bad way
- The service is being run in a bad way
- The service might start to be run in a bad way
- There is something going wrong in the whole organisation



The information may come from:

- Someone who has made a complaint, or someone who works in the organisation



- From other investigations that we have been doing



- People who have seen things go wrong



- Other organisations that have seen that things are going wrong in this organisation



We look at the information to see if:

- An investigation would help people



- Whether the problem is going to harm someone



- Whether the problem is affecting a lot of people



- It shows that the problem is serious



We will then ask other organisations and people if we should start an investigation.

How we decide to start an extended investigation



If we are looking into part of a service we may start an investigation into:

- Another part of the same service



- Another similar service



We will talk with the people we are thinking of investigating.



We will give them a chance to give us information.



If it is a health service, they may have the chance to put things right.

How to contact us

You can contact us by:



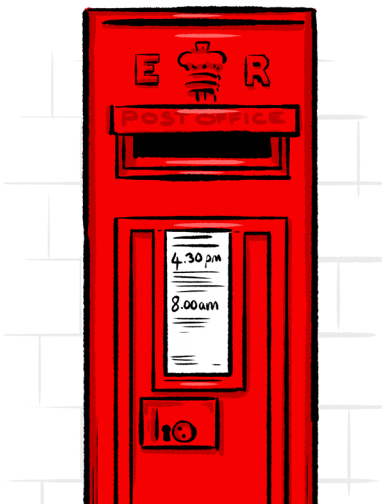
Phone:
0300 790 0203



Email: **ask@ombudsman.wales**



Website:
www.ombudsman.wales



Post:
**Public Services Ombudsman for Wales 1
Ffordd yr Hen Gae
Pencoed
CF35 5LJ**