

**Guidance on how to  
make complaints  
to the Ombudsman**

## Ways to make a complaint

There are different ways to make a complaint to the Ombudsman:

1. On the Ombudsman's complaint form via the website – [www.ombudsman.wales](http://www.ombudsman.wales)
2. On a complaint form submitted by post to: 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ (complaint forms are available via the website or by calling 0300 790 0203).  
**These two are the preferred methods of making a complaint because they provide the best opportunity to capture the information that the Ombudsman requires.**
3. By letter to the above address. A letter should include the information required in the bullet points below
4. By email to [ask@ombudsman.wales](mailto:ask@ombudsman.wales) using the Ombudsman's complaint form. If completion of the complaints form is not possible, then all the information required in the bullet points below should be included in an email
5. By telephone especially where a member of the public would find it difficult to make the complaint by any of the means above. The Ombudsman will normally arrange an appointment to take a complaint by telephone.
6. Other means that may be appropriate to the needs of the person making the complaint, for example, using BSL.

## The Ombudsman needs the following information to be able to consider a complaint

- what the organisation has done wrong
- when the events happened
- the effect that the events have had on the complainant or the person on whose behalf the complaint is made
- how and when the complaint was raised with the organisation directly, or why it was not reasonable to do so

- what the complainant hopes the Ombudsman will achieve
- whether legal action has been considered as an alternative to approaching the Ombudsman
- copies of the most relevant documents that the Ombudsman needs to consider
- authorisation to act for someone else if necessary.

## **The Ombudsman will need to be satisfied that**

- the identity of the complainant and his/her contact details are known
- if the complaint is on behalf of another person, that person has provided authorisation
- if that person is incapable of providing authorisation or has died, the complainant is an appropriate person to make the complaint
- the identity of the organisation complained about is known and the organisation is within the Ombudsman's jurisdiction
- the content of the complaint is clear enough for the Ombudsman to assess the complaint and make a decision
- the complaint has already been made to the organisation complained about, or there is exceptional reason why that is not appropriate.
- The events occurred less than a year ago, or the complaint is made within a year of them coming to light. The Ombudsman will not generally consider a complaint about something that happened more than a year ago, unless there is good reason to do so.

## **How to contact us**

Phone 0300 790 0203

E-mail [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

Visit the website [www.ombudsman.wales](http://www.ombudsman.wales)

Write to: Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

You can also follow us on Twitter: [@OmbudsmanWales](https://twitter.com/OmbudsmanWales)