

How the Ombudsman can help to put things right



**easy
read**

Introduction



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



It explains what we can do to put things right.



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



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

Putting things right



If something has gone wrong, we will try to put it right.



If something is going wrong with a public service, we will give them a chance to sort it out before we say what we think should happen.



If you mainly want compensation

If you are complaining about a public service and you only want **compensation**, you may have to go to court.



Compensation is money that is paid to cover the cost of something that has happened.



We cannot **investigate** a complaint if it is going to court.



Investigate means looking into something to find out what has happened.

Ways we can help to put things right

We can help you get the service to:



- say sorry for the problem



- explain why something went wrong

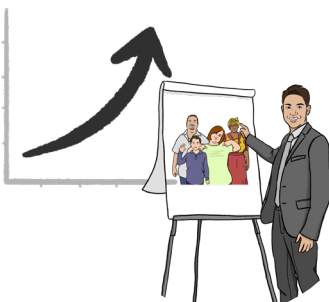


We can also make the service:

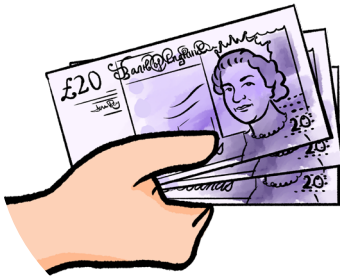
- look at what they did wrong that caused you to complain



- change the way they do things



- improve their staff training.



There are some cases where we can ask the service to pay money towards your costs.



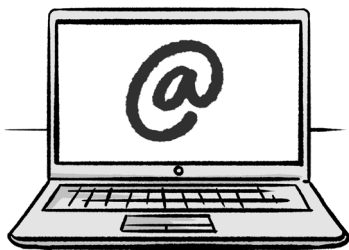
This would be if you have spent a lot of time and trouble making the complaint.

For more information



If you need more information please contact us by:

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