



A young person's guide to making a complaint

About us

At the Public Services Ombudsman for Wales, we help people if they are unhappy with a public service in Wales.

You don't have to pay for our help – it's free for everyone!



What we do

Here are the types of public services you can complain about:



A full list of the services you can complain about is on our website.

What you need to do

Here is what you need to do if you're unhappy with one of the services above



1

First talk to someone in the service you are unhappy with. They might be able to sort things out. If you don't know who to talk to ask someone like a parent or teacher to help.



2

If this doesn't work, you can ask us for help. You will need to tell us what you're unhappy about. You can :



Call us



Email us



Write us a letter



If you need help to tell us about your complaint that's ok, you can ask someone you trust to support you. Contact us if you're not sure who to ask for help.

What happens next?

1

Sometimes we won't be able to help you with your complaint. This could be because:

- the problem happened a long time ago (more than a year), or
- there is someone else you should contact about your particular complaint. We will let you know if there is anyone who can help you or what you could do next.

2

If we can help you, we will speak to the service you are unhappy with and try to sort things out quickly.

3

If that doesn't work, we will investigate a bit more. We might ask the service to send us some personal information about you. This could be your medical or social services records but only if the complaint is about one of these areas. We won't do this without your permission.

4

Sometimes we might decide that even though you are unhappy with the service, it hasn't done anything wrong.

5

If we decide the service you are unhappy with has done something wrong we will ask them to put it right. This could be saying sorry to you or changing the way they do things so that it doesn't happen to other people.

If you have lost money because of what the service did wrong or it's taken a long time to sort out your problem we may ask the service to give you some money.





Contact us for more information or to tell us about your problem:



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