Ombwdsmon
Ombudsman
OMBWDSMON GWASANAETHAU CYHOEDDUS CYMRU
PUBLIC SERVICES OMBUDSMAN FOR WALES

Oral Complaint Process

Step 1	Step 2	Step 3	Step 4	Step 5
Call the PSOW to make an Oral Complaint Appointment	Information on what you can expect from the Appointment will be sent to you	Oral Complaint Appointment – Details of your complaint will be taken for assessment	We will send you a copy of your complaint together with an acknowledgement.	We will now assess your complaint.
If the Officer who is taking the complaint is not available we will call you back to arrange the appointment	This will give you an idea of the questions the Officer will ask you during your appointment and what may be achieved	The call should take approx. 30 mins. The Officer will record a summary of the information. You will not receive a decision during the appointment.	You should check the details and provide supporting documentation.	This can take between 3 and 9 weeks