



Ombwdsmon
Ombudsman
Cymru · Wales

**Information
Sheet**

Communication about your complaint

PSOW's Service Standards

In line with our Service Standards we will communicate effectively with you.

This means that we will:

- Treat you courteously, respectfully and with dignity.
- Communicate with you by your preferred method where possible.
- Explain our role to you.
- Let you know what we can and cannot do.
- Explain our process for handling complaints.
- Keep you regularly updated of the progress of your complaint and timescales.
- Provide you with contact details for the member of staff dealing with your complaint.
- Provide accurate information, in plain and clear language.
- Consider any adjustments to our service that you may need if you have a disability.

What you can expect from us

We will assess your complaint on the basis of the information you gave us when you made your complaint. We will let you know if we need further information from you and we may contact you to discuss your complaint. We will let you know whether there is any further action we can take, including whether your complaint should be

investigated or whether it can be settled by the public body you have complained about taking action.

When we are investigating your complaint we will give you an opportunity to discuss your complaint with us. This gives you the chance to provide us with information about the events you have complained about and, if we find that the public body is at fault, what steps you think the public body should take to put things right.

This ensures that you have a fair opportunity to be heard when we are considering your complaint.

When we investigate your complaint, we will keep you updated on the progress of our investigation. We will provide you with a realistic estimate of the likely timeframes on our investigation and when you are likely to receive a substantive update from us.

We aim to deliver a high-quality complaints handling service, which considers and determines complaints thoroughly, but proportionately, and we will convey our decision on your complaint clearly to you. At that point our file is closed.

We will respond to any initial follow up queries you may have about our decision. However, we will not respond to repeat calls or emails/correspondence from you.

If you remain unhappy with our decision we have a process in place which, under certain limited circumstances, you can ask for our decision to be reviewed. Once a review has been completed we will not respond to any further repeat contact from you.

What we ask of you

Please treat our staff politely and with respect and dignity. Each of our caseworkers deal with a number of cases at any one time and will not be able to respond to you immediately. As our staff work flexibly, they may send correspondence to you outside normal working hours of 9am to 5pm. As our resources are limited and so that we deliver a fair and equal service to all complainants:

- After we have discussed your case with you, we will not be able to have repeat calls with you, but we will keep in contact with you if we investigate your complaint.

- When we receive emails or correspondence from you we will periodically acknowledge receipt and take the information you have provided us with into account when considering your case. If a response is needed, we will respond within 10 working days. If we receive multiple or repeat emails which do not raise fresh issues requiring a response, we will acknowledge receipt and take the information you have provided into account when considering your case.
- We will not respond or acknowledge emails which are not addressed directly to us which we are copied into.
- We will explain the reasons for any decision we have taken on your complaint, however, we will not be able to have repeat telephone discussions with you, return repeated calls from you or respond to repeat emails or written communications from you about this.