



**Ombwdsmon
Ombudsman**
Cymru · Wales

Review / Complaints about us Policy

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg.
This document is also available in Welsh.

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1 How to request a review of a decision we have taken or comment or complain about our service

Our aim to provide a first-class service for Wales and we welcome feedback on your positive experience of our service.

However, we recognise that there will be occasions when complainants are unhappy with our decisions or the service we have provided. We have two separate processes available to look at such concerns. These are explained below.

2 Case Review Process – when you're unhappy with our decision

You can use the attached form to ask for a review of a decision we have made not to investigate your complaint, to discontinue an investigation or where you consider that decisions we have made following an investigation are flawed.

We cannot review a decision simply because you disagree with it.

You must have **new evidence** or be able to show that we **did not consider specific evidence** that was available, or we will not be able to deal with your review request.

Further information about our Case Review Process is available [here](#).

If you want to request a review of a case decision complete sections A, B, D and F of the form.

3 Complaint About Us Process - when you're unhappy with our service

As part of our service commitments we aim to:

- provide an accessible, simple, effective and transparent process for looking into complaints about the service we give;
- meet the requirements of the Welsh Language Standards;
- respond quickly to complaints about the service we have provided; and,
- if we have got things wrong or given poor service, apologise and learn from our mistakes.

We want to hear your comments and concerns about the service we have provided, including comments or concerns about our compliance with the Welsh Language Standards

In relation to complaints about the Welsh Language Standards, we ensure that all staff receive training in terms of the Welsh Language Standards relevant to them and how to communicate internally any complaints related to them. When investigating, we will involve relevant staff with responsibility and knowledge of the relevant Standards and we will offer them further training on how to look into complaints like this if needed. We will inform the relevant staff of the outcome of any complaint so that they can take remedial action immediately.

Informal resolution

If possible, we believe it's best to deal with things straight away rather than try to sort them out later. If you have a concern, please raise it with the officer you're dealing with. They will try to resolve it for you, there and then. If the member of staff can't help, they will explain why. You can then ask for a formal investigation.

Formal Investigation

If informal resolution has not succeeded, you may use this form to ask for a formal investigation of your complaint about our service. This will be investigated internally by a senior manager responsible for the relevant service area. Please complete sections A, B, E and F.

You may also use the form to provide comments on our service.

What if I need help?

Our staff will aim to help you make your concerns known to us. If you need extra assistance, we will try to put you in touch with someone who can help.

This policy does not apply if the matter relates to a Freedom of Information or Data Protection decision.

In these circumstances, you should contact the Ombudsman's Information Governance Manager by emailing information.request@ombudsman.wales or by writing to:

Information Governance
Manager, Public Services
Ombudsman for Wales 1
Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Copies of this policy and the complaint form are available in [Welsh](#) and [English](#) and can be provided in audio or large print format.

Gallwch ysgrifennu atom yn Gymraeg a byddwn yn ymateb yn Gymraeg. Ni fydd hyn yn arwain at oedi cyn ymateb.

You can write to us in Welsh and we will reply in Welsh. This will not lead to a delay in responding.



You can use this policy and the attached form		
	To request a review of a decision we have taken	To comment on or complain about our service
For example...	<p>When you do not agree with:</p> <p>our decision not to investigate your complaint about a public service provider</p> <p>our decision to discontinue an investigation, of a public service provider, that we have started</p> <p>our findings following our investigation of your complaint about a public service provider.</p>	<p>When you wish to comment on the service we have provided, or when you feel we have:</p> <p>treated you unfairly or rudely</p> <p>failed to explain things clearly</p> <p>caused unreasonable delays</p> <p>failed to do what we have said we would</p> <p>failed to follow our processes correctly</p> <p>failed to comply with Welsh Language Standards or to meet your Welsh language needs.</p>

<p>And when...</p>	<p>The decision you wish to have reviewed was made within the last 20 working days <u>and</u></p> <p>you have new and additional evidence or information, or</p> <p>you can show that we have not properly considered specific information you have provided previously.</p> <p>(If you are submitting your request later than 20 working days after the decision, you will need to say why, so that we can decide whether we can still consider your request.)</p>	<p>You have tried to resolve this informally with the member of the Ombudsman's staff that you have been dealing with; and</p> <p>your complaint is about something that has happened within one month; and</p> <p>if you're expressing a concern on behalf of somebody else, you have shown us that they have agreed that you can act on their behalf</p> <p>or you simply have a comment you want to make about our service.</p>
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How to comment or complain

You can use the form on our website at www.ombudsman.wales

You can complete the attached copy of the form and then email it to us at feedback@ombudsman.wales or write a letter to us at:

Feedback Team

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed, Bridgend, CF35 5LJ

If you want to make your complaint over the telephone, or if you have difficulty in writing to us or completing the form, you can get in touch with our Feedback Team by telephoning 01656 641161

You can also ask the officer with whom you are already in contact to arrange for your concern, comment or review request to be dealt with formally.

Please let us know how you would like us to correspond with you and whether you have any particular requirements – for example, if you have a disability.

What happens next		
	If you have requested a review of a decision we have taken	If you have complained about our service
<p>When we receive the form, we will...</p>	<p>formally acknowledge your request for a review within 5 working days, and</p> <p>arrange for the Review Officer to consider your request or arrange for another senior member of staff, who has not been involved previously, to consider it, and</p> <p>write to you with the outcome within 20 working days.</p>	<p>formally acknowledge your concern within 5 working days and let you know how we intend to deal with it.</p> <p>deal with your concern in an open and honest way.</p> <p>make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.</p> <p>carefully consider your complaint and decide whether and how to investigate it.</p> <p>If we are going to investigate your concerns about our service ...</p> <p>we will set out to you our understanding of your concerns and tell you who will investigate.</p> <p>investigate using files, recordings, notes of conversations, letters, e-mails etc. that we hold. We will talk to staff involved and look at relevant legislation and our policies.</p> <p>seek to resolve your complaint if that is possible. Write to you with the outcome within 20 working days or to explain the reasons why this is not possible.</p>

<p>The outcome may be...</p>	<p>That we agree to re-consider the case and pass to an investigation team to investigate or investigate further; or</p> <p>That we agree to open a new case so that further information may be obtained and considered; or</p> <p>That we propose additional actions(s) by the service provider to resolve your complaint; or</p> <p>That we confirm our previous decision</p>	<p>If we formally investigate your complaint, we will let you know what we have found, normally in writing and within 20 working days</p> <p>We'll explain how and why we came to our conclusions.</p> <p>If we find that we got it wrong, we'll tell you what went wrong and why it happened.</p> <p>We'll consider how the mistake affected you.</p> <p>If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again.</p> <p>If we got it wrong, we will always apologise.</p> <p>If we decide not to investigate your complaint about our service we will explain why, in writing.</p>
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<p>If you remain dissatisfied...</p>	<p>The decision on any review is final and there is no further appeal or review process.</p> <p>Unless you subsequently raise new issues that we consider are significant, we will not be able to discuss matters or respond to you further.</p> <p>You cannot use this procedure to complain about a decision on a review.</p> <p>There may be other legal options available to you and you may therefore wish to take legal advice.</p>	<p>The Ombudsman is independent of government and is not overseen by a regulator.</p> <p>However, to ensure that we are open to scrutiny and review in our handling of complaints about us, we have appointed an Independent External Reviewer (IER) to look at complaints about our service.</p> <p>If we do not succeed in resolving your complaint, you may contact the Independent External Reviewer at Claire.Evans@ombudsman.wales</p> <p>The IER will consider whether your complaint about our service can be reviewed. They will then write to you.</p> <p>The Ombudsman will consider any recommendations or suggestions the IER may make and let you know of any decisions.</p>
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<p>If there are lessons we should learn...</p>	<p>We try to learn from any mistakes we've made.</p> <p>Our management team regularly considers review requests which have led to a decision being overturned or other problem identified.</p> <p>They also regularly consider a summary of all complaints about our service and details of any serious complaints.</p> <p>Complaints about our service are also reported annually to the Ombudsman's Advisory Panel, which is made up of a number of independent members (not employees of the Ombudsman).</p> <p>Where there is a need for change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it by.</p>
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You may also access this policy and complete the form online - please click [here](#).

For publication to:	State YES or NO to each
PSOW website	YES
PSOW intranet	YES
PSOW publication scheme	YES



Request a review of a decision we have made or comment on or complain about our service

Section A Your Details

The person who submitted the complaint about a public body, or who experienced the problem with our service, should normally fill in this form.

If you are filling this form in on behalf of someone else, please also complete **Section B**.

Your Name in Full	
Address	
Postcode	
Email	

**If you provide an email address, we will normally use it for
correspondence.**

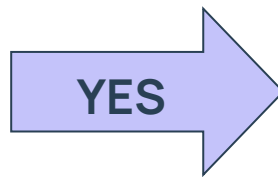
Daytime contact number	
Mobile number	
Ombudsman's case reference number(s) if known	

Section B If you are requesting a review and/or making a comment / complaint on behalf of someone else, please provide their details

Their Name in Full	
Their Address	
What is your relationship to them?	
Why are you acting on their behalf?	
<p>If they can, they should sign here to confirm that they support your action in making this request / complaint</p>	
Their signature	

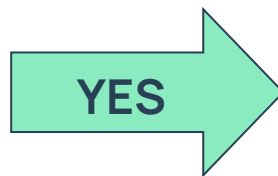
Section C How to complete this form

Do you want to ask us to review a decision by the Ombudsman about a complaint involving another public body?



Complete sections D and F

Do you want to comment or complain about the standard of service you have received from us?



Complete sections E and F

Section D Your request for a review of a decision by the Ombudsman

What was the date of our decision?

If it was more than 20 working days ago, please explain why your review request has been delayed.

What do you want the review to look at?

What new evidence do you have?

What evidence do you think we have not taken into account and how do you think it affected our decision? Continue on a separate sheet if necessary.

You will need to provide this for each aspect of your review request.

Remember: we will not be able to look at your review request if you simply disagree with our decision.

If you have documents to support your request, please submit them with this form

Section E Your comment or complaint about the service provided by the Ombudsman

What is your comment or complaint about the Ombudsman's service?

How did this affect you?

When did this happen?

Have you raised this informally?

Who did you deal with?

How can we put things right or improve our service?

If you have documents to support your comment or complaint, please submit them with this form.

Section F Please list any documents you are sending us or provide any additional information here

When you have completed this form either:

Email it to: feedback@ombudsman.wales

Or print and send it to: Feedback Team

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae Pencoed Bridgend CF35 5LJ

We will acknowledge your form within 5 working days of receipt.