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What we did in 2025 to 2026

A report of our work



How to use this document



This is an Easy Read version of: **Public Services Ombudsmen for Wales Annual Report 25-26.**



You might need help to read it. You can ask someone you know to help you.



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



Where the document says **we**, this means **Public Services Ombudsmen for Wales**. For more information contact:

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Hawdd ei Ddeall Cymru
Easy Read Wales

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About us and this report



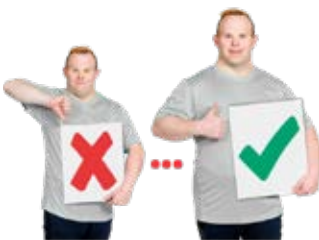
We are the **Public Ombudsmen for Wales**. We have **3 main jobs**:



- We look into complaints about public services. This means services paid for by the government. Like local councils, health services and social housing.



- We look into complaints about local councillors. Local councillors are people chosen to run a council.



- We work to improve public services in Wales.



This is a report about the work we did from April 2025 to March 2026.



We made a plan of the goals we want to achieve in 2023. This would run until 2026.



This report is based on what we achieved from that plan.



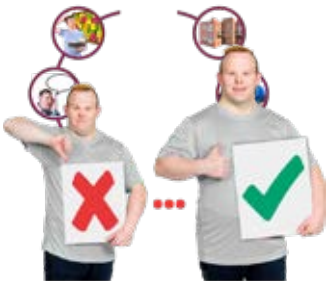
It has been a very busy year for us. We have dealt with more complaints than ever before.



We have worked hard to make sure services and standards are improved.



We have now been running for 20 years. This gives us a chance to look at what has changed.



Our role has grown into making services better and bringing about change.



This past year we have supported more people than ever before.



We helped organisations deal with complaints well.



We also looked at other issues. We did this even when nobody had made a complaint.



We have also made sure more people know who we are.



We believe everyone has the right to access and use our services easily.



We also continued to support our staff.

**We know there are things we need to deal with.
For example:**



- How to deal with growing numbers of complaints.



- Making sure all communities can access and use our services.



- Make sure our work has a big impact.



We have a new plan of goals. It will run from 2026 to 2029. The new plan will help deal with these issues.



It focuses on having a stronger service that supports people even better.



You can find an Easy Read version here:
[ombudsman.wales/wp-content/uploads/2026/05/
Easy-Read-Our-Strategic-Plan](https://ombudsman.wales/wp-content/uploads/2026/05/Easy-Read-Our-Strategic-Plan)



We will now talk more about what we achieved from 2025 to 2026.

1. Treating people fairly



We now have 3 times more complaints than 20 years ago.



We had just over 4 thousand complaints about public services.



There were many more complaints about health boards, local councils and housing associations.



We found that things had gone wrong in more than 560 complaints.



We told organisations how they could put things right.



About 7 out of 10 organisations did this within the time they promised.



We had just over 320 complaints about the Code of Conduct. Code of conduct means the rules and standards someone must follow in their job.



We investigated about 1 in 4 complaints that we closed this year. This was more than last year.



We sent 15 complaints to:

- The Adjudication Panel for Wales
- Local Standards Committees



They look at complaints about how councillors behave.



These groups agreed with us in most cases..



Only a small number of reviews changed our decisions.



This shows that our process is working well.



About 1 in 3 people were happy with our service. But this number went up to almost 9 in 10 when we checked who was happy with the result of their complaint.



Most Chief Executive Officers said we had a positive impact on public services in Wales.



When we checked the quality of our services, most people had little or no feedback.

2. Including people



Just over a half of Welsh people knew about us.



About 8 in 10 were confident about our office.



We had 236 complaints over the phone – many more than last year



More people from diverse ethnic backgrounds used our services. This means people who may come from other countries and cultures.



Not many people use our services in Welsh. We are trying to change this.

3. Making improvements



806 people had training from us about how to deal with complaints well.



All local councils, health boards and almost all housing associations were using our model complaints policy.



Since 2019, we have finished 20 investigations that we started without receiving a complaint.



We published 9 public interest reports. This means a report about a big failure by a public service.

4. Making sure we run a good organisation



Almost 9 in 10 staff said we were a good place to work.



Across our organisation, each member of staff had no more than 2 days off sick each year.



The Welsh language skills of our staff has improved again.



Women and men in our organisation were paid the same amount for each hour they worked.



We used slightly less carbon. This is about the fuel we use and making better choices for our planet.