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Own Initiative Investigations

Criteria for Investigation



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

Introduction



This document is from the **Public Services Ombudsman for Wales (PSOW)**.



Normally we start an investigation into a public service because someone has made a complaint.



Sometimes we start an investigation even though no-one has made a complaint.



This is called an **Own Initiative Investigation**.



This document explains how we decide to start an **Own Initiative Investigation**.



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The **Public Services Ombudsman for Wales (PSOW)** is an independent organisation that deals with complaints about **public services** provided by:



- Local councils
- The National Health Service (NHS)
- Housing associations
- The Welsh Government



A **public service** is a service provided by an organisation that is part of the Government.

2 types of Own Initiative Investigation

We can start an Own Initiative Investigation in two ways:



- When we look into something that does not come from a member of the public. This is called a '**Stand-alone Own Initiative Investigation**'



- When we are already looking into something and decide to look into more things. This is called an '**Extended Own Initiative Investigation**'

How we decide to start a stand-alone investigation



We need to have enough information that shows we should start an investigation.

The information may show that:



- The service has been run in a bad way
- The service is being run in a bad way
- The service might start to be run in a bad way
- There is something going wrong in the whole organisation



The information may come from:

- Someone who has made a complaint, or someone who works in the organisation



- From other investigations that we have been doing



- People who have seen things go wrong



- Other organisations that have seen that things are going wrong in this organisation



We look at the information to see if:

- An investigation would help people



- Whether the problem is going to harm someone



- Whether the problem is affecting a lot of people



- It shows that the problem is serious



We will then ask other organisations and people if we should start an investigation.

How we decide to extend a live investigation



If we are looking into part of a service we may start an investigation into:

- Another part of the same service



- Another similar service



We will talk with the people we are thinking of investigating.



We will give them a chance to give us information.



If it is a health service, they may have the chance to put things right.

How to contact us

You can contact us by:



Phone:
0300 790 0203



Email: **ask@ombudsman.wales**



Website:
www.ombudsman.wales



Post:
**Public Services Ombudsman for
Wales 1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ**