

The Role of The Public Services Ombudsman for Wales

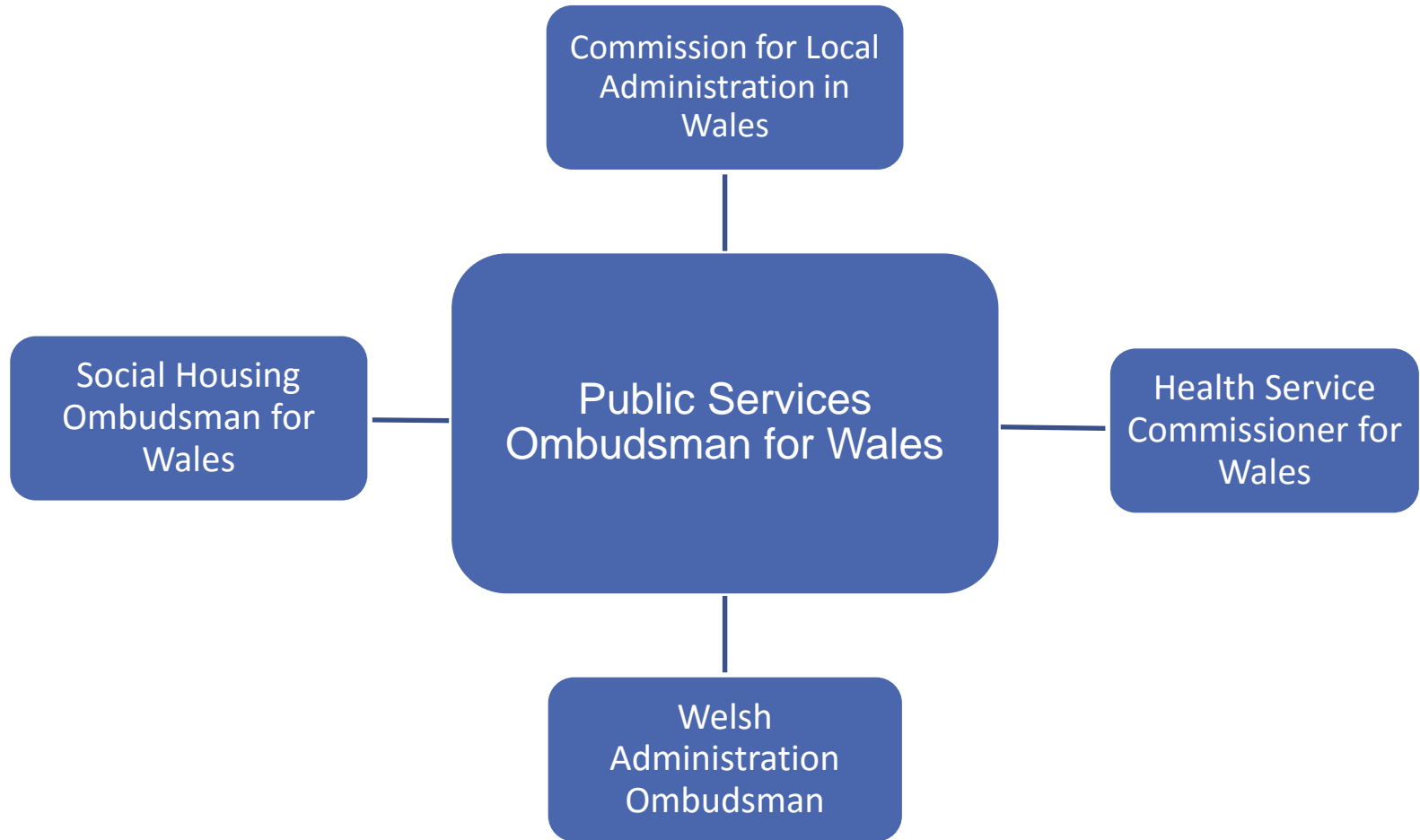
Beverley Allen
Investigator

Public Services Ombudsman for Wales

“Most people do not listen with the intent to understand; they listen with the intent to reply.”

- **Stephen R. Covey**

Background




Public Services Ombudsman (Wales) Act 2005



Investigate
complaints
against public
bodies



Investigate
complaints about
Members of
County/Community
/Town Councils



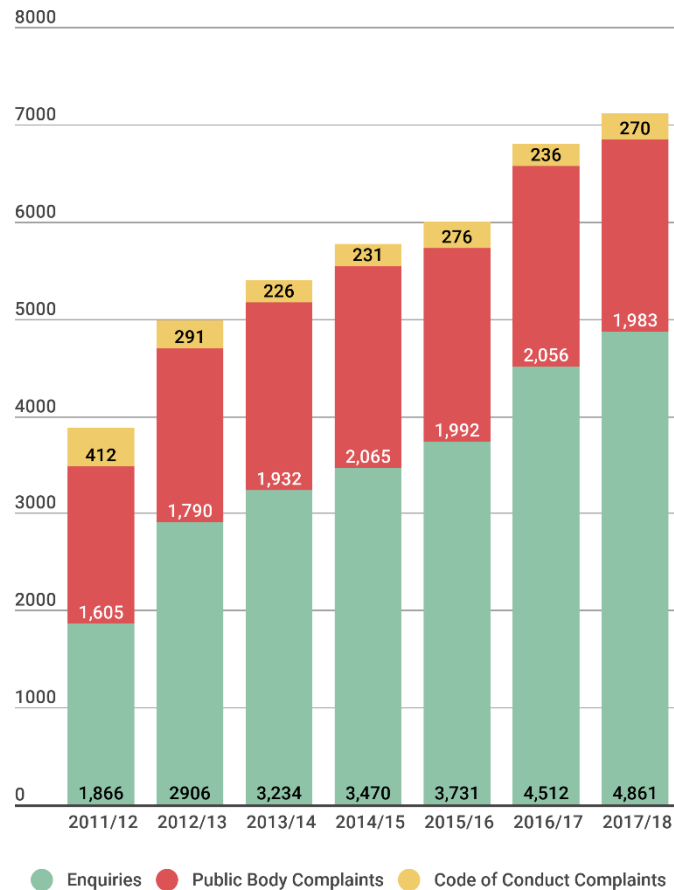
Issue guidance on
good administrative
practice

The Ombudsman

A public service culture that values complaints and learns from them to improve public service delivery.



Trends – Enquiries & Complaints



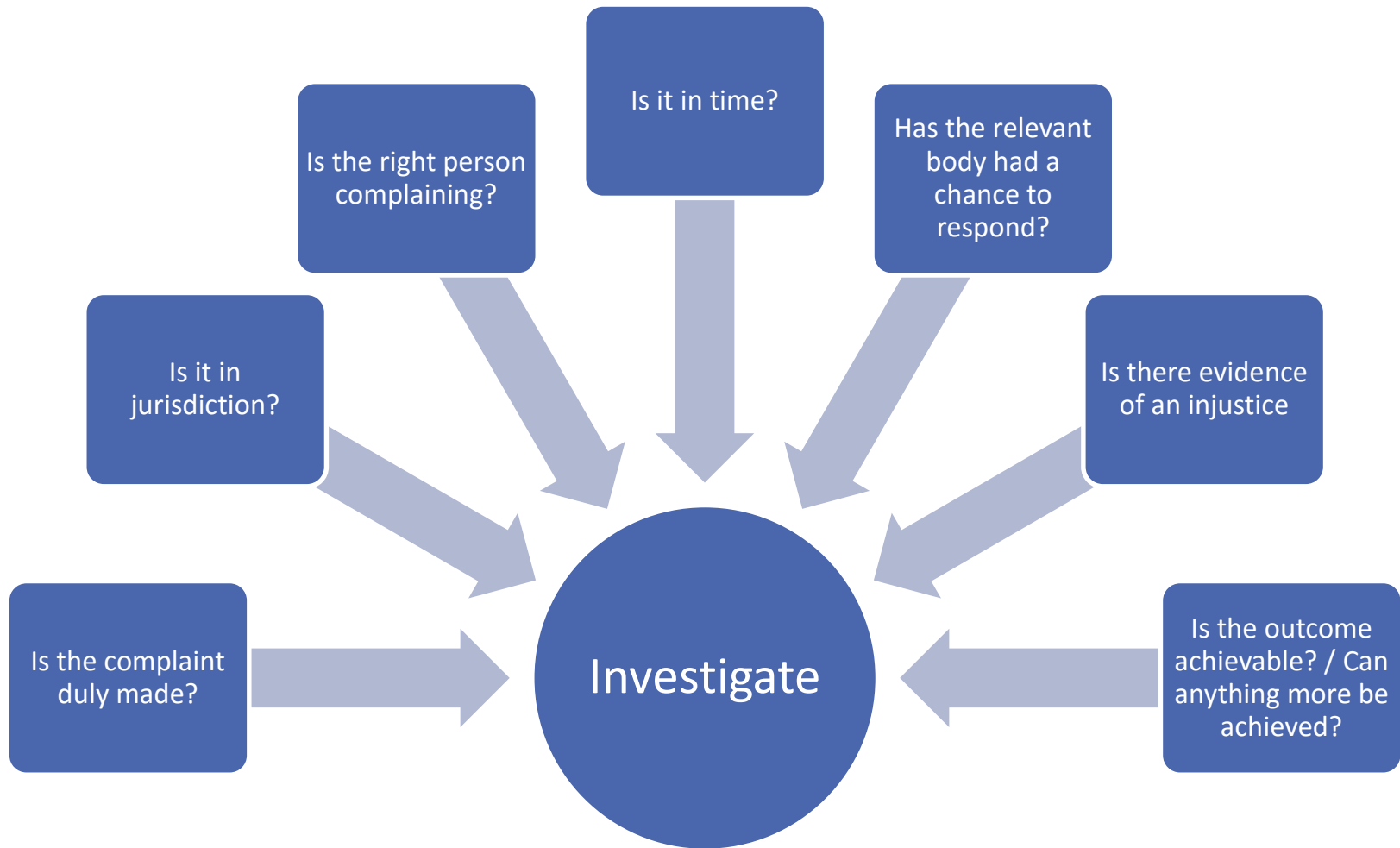
Complaints about public bodies 2017/2018



PSOW Process

- Assessment
- Investigation
- Compliance
- Review

Assessment



The Investigation

- A letter notifying the complainant of the heads of complaint
- Comments and observations from the Body
- Interviews and statements
- Professional advice
- Draft report

Reports

S21 (of PSOW Act) report

The majority of our reports

S16 (of PSOW Act) public interest report

Occasional reports, involving particularly serious and/or important issues

Recommendations

- By 2017 the Ombudsman had made over 4500 recommendations
- Recommendations may include apology, remedial action by the body or, a financial payment
- The Ombudsman will monitor compliance with recommendations

Reviews

We are unlikely to change our decision just because a complainant disagrees with it:

- Raise any relevant new evidence that has not been considered
- Point out any relevant facts that have not been taken into account

The Improvement Agenda

- Investigation & Improvement Officers
- Annual Letters
- Lessons learned – Ombudsman's casebook
- Thematic Reports

The Draft PSOW Bill

- Own Initiative Investigations
- Complaint Standards Authority
- Private Healthcare
- Oral Complaints

Own initiative investigations

- PSOW may undertake own initiative investigations
- Consultation with appropriate person(s)
- Investigation proposal to include evidence satisfying criteria for own initiative investigation

The Future

Complaint Standards Authority

- Although in Wales many have adopted the relevant complaints procedures, queries over to what degree they are being implemented effectively.
- Simplify the process
- Data: ensuring common approach to data gathering allows insight in relation to trends and patterns across public service delivery in Wales.

Information

- Website: www.ombudsman-wales.org.uk
- Email: ask@ombudsman-wales.org.uk
- Telephone: 0300 790 0203
- Twitter: [@OmbudsmanWales](https://twitter.com/OmbudsmanWales)

Questions?