

This Factsheet is about complaints relating to the Care and Social Services Inspectorate Wales (CSSIW). It should be read together with our general information leaflet about our service.

CSSIW is responsible for encouraging improvement in social care, early years and social services. It achieves this aim through regulation, inspection and review. CSSIW also provides professional advice to Ministers and policy makers. If you think that CSSIW has not followed the law, regulations or guidance, the Ombudsman may be able to help you with your complaint. The Ombudsman would normally expect you to complain to CSSIW (Welsh Assembly Government), in the first instance.

What the Ombudsman can do

He can:

- look at complaints about procedural and administrative shortcomings arising as part of CSSIW's regulatory function;
- look at complaints about procedural and administrative shortcomings arising during a CSSIW review of Local Authority Social Services;
- look at complaints where CSSIW has failed to provide a response;
- consider complaints about CSSIW's reporting process;
- look at complaints of poor administration by CSSIW.

What the Ombudsman cannot do

He cannot:

- consider any issues of suspension, discipline or any personnel issues concerning CSSIW officers or those officers from the services that CSSIW is investigating;
- question a properly-made decision that CSSIW is entitled to make.

Issues to bear in mind

Local Authority Social Services have the lead responsibility for safeguarding children and adults. They work with other statutory bodies in carrying out this function.

Before considering a complaint, CSSIW will usually expect the Regulated Service to have had an opportunity to investigate the complaint in the first instance, unless there is a good reason to not do this. CSSIW considers complaints where there has been a breach in the relevant law.

Registered Persons also have rights to make representations to CSSIW and appeal on regulatory matters to the Care Standards Tribunal.

Further information

Further information about CSSIW, including copies of inspection reports, can be found on its website: <http://wales.gov.uk/cssiwsuite/newcssiw/?lang=en>

If you wish to appeal against a regulatory decision taken by CSSIW that you have already made a representation about to CSSIW itself, you can appeal to the Care Standards Tribunal:

Tribunal Services Care Standards
Mowden Hall
Staindrop Road
Darlington
DL3 9BG

Telephone: 01325 392 712
Email: CST@Tribunals.gsi.gov.uk
Website: www.carestandardtribunal.gov.uk

If you have a complaint regarding the actions of an individual social worker or care worker, you may wish to contact the Care Council for Wales:

The Care Council for Wales
Southgate House
Wood Street
Cardiff
CF10 1EW

Telephone: 0845 0700 248
Email: Investigations@ccwales.org.uk
Website: www.ccwales.org.uk

The Ombudsman is independent and impartial; he cannot order public bodies to do what he recommends – but, in practice, they almost always do. Examples of cases that the Ombudsman has considered can be found on our website. Please see www.ombudsman-wales.org.uk.

If you are unsure whether the Ombudsman would be able to look into your complaint, please contact us:

- **phone** 0845 601 0987;
- **e-mail** ask@ombudsman-wales.org.uk;
- **visit the website at** www.ombudsman-wales.org.uk;
- **write to:** The Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed CF35 5LJ