

How to make a complaint

About making complaints to the Older People's Commissioner for Wales



This document was written by the Older People's Commissioner for Wales. It is an easy read version of Complaints Procedure.

March 2023

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Where the document says **we**, this means the team at the **Older People's Commission for Wales**. For more information contact:

Website: www.olderpeople.wales

Email: ask@olderpeople.wales

Phone: 03442 640 670



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Mae'r ddogfen hon ar gael yn Gymraeg // This document is available in Welsh

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About making complaints



We want to make sure older people come first in all of our work.

To make sure this happens we do things like:



- Listen to people's views



- Be kind



- Be supportive.

- Do what we say we will do.



- Make sure it is easy to make a complaint.

How to make a complaint



If you are unhappy with our service or how we have dealt with an issue you can complain.



You might want to complain for lots of different reasons. For example, because you are not happy with how we have treated you.



The best way to deal with an issue is to tell us about it straightaway. For example, by telling the person you spoke to that you are unhappy about something.



But if this is not possible you can contact our **Complaints Manager**.

You can contact our Complaints Manager by:



Phone: 03442 640 670



Email: ask@olderpeople.wales



Post: Complaints Manager
Older People's Commissioner for Wales
Cambrian Buildings,
Mount Stuart Square
Cardiff
CF10 5FL



You can talk to our staff. But it is best to put your concerns in writing.



You can write to us in English or Welsh.



Please give us your contact details.



And please tell us if you have any communication needs. For example, if you need us to use Easy Read or large print.

What happens to my complaint?



When you contact our Complaints Manager they will let you know they have received it within 5 days.



They will then think about what you have said and look into what has happened.



This will be classed as the start of the investigation.



If you are complaining about the Complaints Manager, a senior member of staff will investigate instead.



If we agree with your complaint we will send you an apology and tell you what steps we will take to change things.



If we do not agree with your complaint we will let you know why.



We will try and make a decision within 20 days. But we will let you know if we think it will take longer.

How long do I have to make the complaint?



It is best to let us know **as soon as possible** about something you are unhappy with. It is difficult to look into things which happened a long time ago.



At the latest, please make your complaint within 12 months of something happening.

What if I am not happy with the decision about my complaint?



If you are not happy with our decision you can **appeal**.



To do this, please let us know you are unhappy and that you would like to **appeal** to our **Commissioner**.



If your complaint was about the **Commissioner** you can appeal to the **Chair of the Audit and Risk Assurance Committee**.



Please let us know if you would like to do this.



Please give as much information as possible about why you were not happy with the decision.



We will let you know we have received your appeal within 5 days of receiving it.



This will then be looked into and we will try and make a decision within 20 days.



We will let you know if this will take longer than 20 days.



The decision made by the **Commissoner or Chair of the Audit and Risk Committe** will be final.

Unacceptable Actions Policy



We have some rules about what we do when we think people behave in a bad way when making a complaint.



In these rare cases we may decide not to look into someone's complaint.



For more information on this please click here: olderpeople.wales/about/publication-scheme/our-policies