



Eich llais mewn iechyd  
a gofal cymdeithasol

Your voice in health  
and social care

Making a  
complaint  
about us

# Accessible formats

This publication is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us. You can ask for a copy by contacting our office (see contact details later).

## Document control

Version	Date	Author	Reason
0.1	15-12-22	JH	1st draft for comment
0.2	15-01-23	AT	Small changes to draft following discussion at G&F workstream
0.3	17-01-23	JH	Amending the logos throughout and adding document control/review page
0.4	18-01-23	CS	Small changes to draft following discussion at G&F workstream
1.0	31.01.23	CS	Board agreed document.
1.1	20.02.23	CS	Minor changes made in light of comments from CHC staff and PSOW. Updated version shared with Board.
1.2	03.04.23	JH	Updated contact details throughout

## Document review

Approved on	Approved by	Review date
31.01.23	Board	01.04.2023



# Contents

<b>Introduction .....</b>	<b>5</b>
<b>When you complain about us we will:.....</b>	<b>6</b>
<b>What you can complain about .....</b>	<b>7</b>
<b>When NOT to use this procedure .....</b>	<b>8</b>
<b>Who can complain about us .....</b>	<b>8</b>
<b>How to complain about us informally .....</b>	<b>9</b>
<b>Dealing with your complaint formally ....</b>	<b>Error! Bookmark not defined.</b>
Once we receive your formal complaint .....	10
Investigation .....	11
Outcome .....	13
<b>Making things right .....</b>	<b>14</b>
<b>If you are not happy with the way we dealt with your complaint... 14</b>	<b>14</b>
<b>Learning from complaints about us .....</b>	<b>16</b>
<b>Please help us to help you.....</b>	<b>17</b>
<b>What if you need help? .....</b>	<b>18</b>
<b>Making a complaint about us Concern/complaint form .....</b>	<b>23</b>

# Introduction

At Llais, your voice in health and social care<sup>1</sup>, we aim to give the best possible service to everyone we provide a service to or work with. We also know that we may not always get things right. If this happens, it is important that you tell us about it as soon as possible, so that we can take action straight away.

We are committed to dealing effectively with any concerns or complaints you may have about our services or the way we carry out our activities. We aim to clarify any issues you may be unsure about. If possible, we'll put right any mistakes we may have made and seek feedback from you on how we did. Wherever possible, we will provide any service you're entitled to which we have failed to deliver.

If we did something wrong, we'll say sorry and, where possible, try to put things right for you. We aim to learn from our mistakes and use the information we get from concerns and complaints to improve our services.

We will record the information you provide. We will use it to look into what went wrong, make things better and report regularly on the concerns and complaints made about us.

Information about you, such as your name, address and any other details someone may be able to identify you by, will not be made available publicly.

---

<sup>1</sup> Llais is the operating name of the Citizen Voice Body for Health and Social Care, Wales

If you share your concern or complaint with us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to you.

If you would like help to raise your concern or complaint with us you can ask another person to do it for you, but please tell us you are doing so.

# When you complain about us we will:

- be polite and helpful
- deal with your complaint openly, honestly, fairly and efficiently
- tell you how we are getting on with your complaint
- let you know any mistakes we have made and put matters right whenever possible
- make sure that your dealings with us in the future do not suffer just because you have raised a concern or made a complaint.

# What you can complain about

We can deal with complaints about how we carry out our activities, including complaints about members of staff or people working on our behalf.

This may include:

- something that we may have done or should have done
- how well we have carried out our activities
- how we have treated you
- not meeting the Welsh Language Standards, e.g., not providing a bilingual service.

Llais has replaced Community Health Councils (CHC) in Wales. If you have a complaint about one of the former CHCs or Board of CHCs, this includes a complaint about individuals working for, or on behalf of the former CHCs in Wales, then you can make a complaint to Llais who will investigate the matter. If the complaint is more than 12 months old then there may be limitations to what we can do but we will try our best to resolve the issue.



# When NOT to use this procedure

This procedure **does not** apply if you are:

- a member of staff and your complaint relates to your work. You can contact the Human Resources Team for advice on how you can raise your concern if you need to
- a volunteer and your complaint relates to your role. You will need to contact your Regional Director.

# Who can complain about us

We will deal with your complaint if:

- you have been directly affected; or
- you are acting on behalf of someone who has been directly affected

- there is something we have done or not done while carrying out our activities.

If we decide that we cannot deal with your complaint, we will explain our reasons clearly and quickly.

# How to complain about us

You can share your complaint with us in lots of different ways:

- Ask for a copy of our form from the person you have been dealing with. Tell them that you want us to deal with your complaint formally
- Get in touch with us on **02920 235558** if you want to make a complaint over the phone
- Use the form on our website at <https://www.llaiswales.org/news-and-reports/reports/making-complaint-about-us>
- Email us at [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)
- Write to us at **33-35 Cathedral Road, Cardiff, CF11 9HB**

You can also contact us in any of these ways to arrange a meeting to make your complaint.

If possible, we believe it's best to deal with things straight away. If you have a concern or a suggestion for how we can improve our service, please raise it with the person you're dealing with. They will try to resolve it for you there and then, or in no more than 10 working days.

If there are any lessons to learn from dealing with your concern, the person you have dealt with will let us know.

If the person can't help, or you're not happy with the resolution they provide, they will explain why and tell you how to escalate your complaint.

If you are not happy taking forward your concern informally, you can ask for it to be treated as a formal complaint at any time.

## Responding formally to your complaint

- If we are unable to resolve your complaint informally, we will provide a formal response.
- Once your complaint reaches the formal stage of the process, we will acknowledge your complaint in writing within **5 working days**. We'll also let you know how we intend to deal with it.

- We will ask you to tell us how you would like us to communicate with you, and if you have any particular requirements – for example, if you need documents in large type.

We will usually only be able to look at your complaint if you tell us about it within 12 months. This is because it's better to look into things while the issues are still fresh in everyone's mind.

We may sometimes be able to look at complaints which are shared with us later than this. When this happens we will need to understand why you have not been able to tell us about it earlier. We will also need to have enough information about the issue to allow us to look into it properly.

We won't be able to look into any complaint about matters that took place more than 3 years ago.

If you're raising a complaint on behalf of somebody else, we'll usually need their agreement to you acting on their behalf.

## Investigation

We will tell you who we have asked to look into your complaint. If your complaint is straightforward, we'll usually ask somebody from the relevant team to look into it and respond to you.

If it is more serious, we may use someone from elsewhere in our organisation, or we may appoint an independent investigator.

We will tell you our understanding of your complaint and ask you to confirm that we are right. We will also ask you to tell us what outcome you're hoping for.

The person looking at your complaint will usually need to see the information we hold that relates to your complaint. If you don't want this to happen, it's important that you tell us.

If there is a simple solution to your problem, we may ask if you're happy to accept this. For example, where you asked for a service and we see straight away that you should have had it, we will offer to provide the service rather than investigate and produce a report.

We will aim to resolve your concerns as quickly as possible. In most cases, we will do this within **20 working days**.

If your complaint is more complex, we will:

- let you know within this time why we think it may take longer to investigate
- tell you how long we expect it to take
- let you know where we are with the investigation, and
- keep you updated.

The person who is investigating your complaint will firstly find out the facts. The extent of the investigation will depend upon how complex and how serious the issues you have raised are.

In complex cases, we will draw up an investigation plan. In some instances, we may ask to meet with you to discuss your concerns.

Occasionally, we might suggest mediation or another method to try to resolve disputes.

We'll look at relevant evidence. This could include information you have provided, our case files, notes of conversations, letters, emails and whatever may be relevant.

If we need to, we'll talk to the staff or others involved and look at our policies, any legal advice and guidance.

## Outcome

If we formally investigate your complaint, we will let you know what we find. If necessary, we will produce a report. We'll explain how and why we came to our conclusions.

If we find that we made a mistake, we'll tell you what happened and why. If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again. If we make a mistake, we will always say sorry for it.

# Making things right

If we didn't provide you with a service you should have had, we'll aim to provide it now, if that's possible. If we didn't do something well, we'll aim to put it right. If you have lost out as a result of a mistake on our part, we'll try to put you back in the position you would have been in if we'd done things properly.

# If you are not happy with the way we dealt with your complaint

If you are still unhappy after we have looked into your complaint, you may complain to the Public Services Ombudsman for Wales (PSOW). The Ombudsman is independent of all public bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- have been treated unfairly or received a bad service through some failure on our part
- have been disadvantaged personally by our failure or have been treated unfairly.

The Ombudsman normally expects you to bring your concerns to us first and to give us a chance to put things right.

You can contact the Ombudsman at:

**Public Services Ombudsman for Wales**

**1 Ffordd yr Hen Gae, Pencoed CF35 5LJ**

**Phone:** 0300 790 0203

**E-mail:** [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

**Website:** [www.ombudsman.wales](http://www.ombudsman.wales)

There are also other organisations that look into complaints. For example, the Welsh Language Commissioner's Office (WLC) deals with complaints about services in Welsh. You can contact the WLC at:

**Welsh Language Commissioner**

**Market Chambers, 5-7 St Mary Street**

**Cardiff CF10 1AT**

**Tel:** 0345 6033 221

**Email:** [post@welshlanguagecommissioner.wales](mailto:post@welshlanguagecommissioner.wales)



# Learning from complaints about us

We take your concerns and complaints seriously and try to learn from any mistakes we've made. Our senior management team looks into a summary of all complaints at least 4 times a year, and is told about all serious complaints.

Our Audit, Risk and Assurance Committee (ARAC) reviews our response to complaints at least twice a year.

We share anonymized information on complaints received and how we have handled them with the Ombudsman. This helps us to make sure we learn lessons and make our service better.

Where there is a need for a big change in how we do things, we will plan this properly. We will set out what we will do, who will do it and when we plan to do it. We will let you know when changes we've promised have been made.

# Please help us to help you

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

You have the right to be heard, understood and respected. Our workforce also have the same rights. We expect you to be polite and courteous in your dealings with us. Our staff will do everything reasonable to help you. However, we will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

You can find out more about how we handle this in our 'Managing difficult or inappropriate behaviours' policy. You can find it on our website [www.llaiswales.org](http://www.llaiswales.org) or ask for a copy by contacting us on 02920 235558 or [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)

# What if you need help?

Our staff will aim to help you make your concerns known to us. If you need extra help, we will try to put you in touch with someone who can help. The following organisations may be able to help you to raise a concern.

## **Children's Commissioner for Wales**

The Children's Commissioner for Wales works to make sure that children and young people are kept safe and that they know about and can access their rights.

**Tel:** 07507648245 or 07377367071

**E-mail:** [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

**Website:** <https://www.childcomwales.org.uk/>

## **Meic**

Meic is an advocacy, information and advice helpline service for children and young people up to the age of 25 in Wales.

**Tel:** 08088023456

**Text:** 84001

**IM/Online chat:** <https://www.meiccymru.org/>

### **Citizens Advice Cymru**

Citizens Advice Cymru provides free, confidential and impartial advice.

**Tel:** 03444 77 20 20

**TEXT RELAY:** 03444 111 445

**Website:** <https://www.citizensadvice.org.uk/wales/>

### **Older People's Commissioner for Wales**

Cambrian Buildings

Mount Stuart Square

Butetown

Cardiff

CF10 5FL

**Tel:** 03442 640 670 / 02920 445030

**Email:** [ask@olderpeoplewales.com](mailto:ask@olderpeoplewales.com)

**Website:** <http://www.olderpeoplewales.com>

### **Disability Wales**

Brydon House, Block B

Caerphilly Business Park

Van Road

Caerphilly

CF83 3ED

**Tel:** 029 2088 7325

**Email:** [Info@disabilitywales.org](mailto:Info@disabilitywales.org)

**Website:** [www.disabilitywales.org](http://www.disabilitywales.org)

## **Equality and Human Rights Commission Wales**

Companies House (1st Floor)

Crown Way

Cardiff

CF14 3UZ

**Tel:** 029 2044 7710

**Email:** [wales@equalityhumanrights.com](mailto:wales@equalityhumanrights.com)

**Website:** [www.equalityhumanrights.com/en](http://www.equalityhumanrights.com/en)

# Contact us



## Contact details



33 / 35 Cathedral Road  
Cardiff  
CF11 9HB



02920 235 558



[enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)



[www.llaiswales.org](http://www.llaiswales.org)



@Llais\_Wales

We welcome telephone calls in Welsh.

If you write to us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to your correspondence.

# Making a complaint about us

## Concern/complaint form

[insert form or ways to access the form, i.e. link/QR code, etc]