











- also ask you how much you want to be involved and get your consent to accessing your health records, if this is needed;
- investigate your concern;
- as part of the investigation, decide with you whether we need to get specialist advice (such as a clinical opinion) or other independent help with sorting out your concern;
- let you know what we have found and what we are going to do about it;
- in most cases, let you have a final reply within 30 working days of the date when we first received your concern (weekends and bank holidays not included). If we can't reply to you in that time, we will give you the reasons why and let you know when you can expect a reply.

Some cases might need further investigation under the Redress arrangements. Redress is a range of actions that can be taken to resolve a concern where the organisation might have been at fault in causing some harm. It can include a written apology and explanation of what happened, an offer of treatment/rehabilitation to help relieve the problem and/or financial compensation. If Redress may apply to your concern, we will let you know what this means in more detail.

## What you should do if you are still unhappy

If your concern has been looked at by us and you are still not happy with our response, you can contact the Public Services Ombudsman for Wales. The contact details for the Ombudsman can be found at the end of this leaflet.



## Useful Contacts

**Find your local Community Health Council by contacting:**

**Board of Community Health Councils in Wales**

Tel: **0845 644 7814**

Tel: **02920 235558**

[www.communityhealthcouncils.org.uk](http://www.communityhealthcouncils.org.uk)

Email: **enquiries@waleschc.org.uk**

**Find your local Citizens Advice Bureau by contacting**

Tel: **0844 477 2020**

[www.adviceguide.org.uk/wales](http://www.adviceguide.org.uk/wales)

**Contacting the Public Services Ombudsman for Wales**

Tel: **0845 601 0987**

[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

Email: **ask@ombudsman-wales.org.uk**

Address: 1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ

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