

# **Case Review Process**

## **How to request a review of a case-related decision**

We aim to deliver a high-quality complaints handling service, which considers and determines complaints thoroughly, but proportionately, and conveys decisions clearly. We recognise, however, that complainants may be unhappy about the decision we have made and feel that we have not properly considered their complaint or have made a mistake.

We therefore have a process in place through which, under certain limited circumstances, you can ask for a decision we have made on your complaint to be reviewed. This process is managed by the Review and Service Quality Officer. They are not involved in the day to day handling of cases within the office, and can act as an impartial, fresh pair of eyes to look at your concerns.

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## **What this process covers**

The decisions eligible for review under this process are:

- A decision not to investigate your complaint
- A decision to exclude part of your complaint from an investigation
- A decision to discontinue an investigation we have started
- Our findings at the outcome of a completed investigation

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## What you must do

We will not accept a request for a review of our decision simply because you disagree with the outcome of your complaint. The review process is **not** an appeal process.

In order for us to consider your review request you therefore **must**:

- Submit it to us within 20 working days of the date of the decision concerned, **and either**
- Provide new and additional information that was not available to us when we made our decision, or
- Show that we have not properly considered specific information you previously sent us, **and**
- Tell us how this affects our original decision

We will not accept review requests after 20 working days unless you can show that there were exceptional circumstances why you have not met the deadline.

You should submit your request to us in writing either by completing the form available on our website on the '[How to request a review of a decision we have taken or complain about us](#)' page, under the 'About Us' tab, emailing us at [review.request@ombudsman.wales](mailto:review.request@ombudsman.wales) or sending it to us by post to:

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

If you have an accessibility requirement in completing the form, please contact us on 0300 790 0203 and we will assist you.

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## What we do when we receive your request

We will formally acknowledge your request within 5 working days.

We will arrange for the Review Officer, or another senior member of staff who has not been involved previously, to consider your request.

We will aim to write to you with the outcome within 20 working days.

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## What are the possible outcomes?

We may:

- Agree to re-consider the case and assess or investigate it further
- Propose additional actions by the service provider to resolve your complaint
- Confirm our previous decision

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## What happens then?

We must emphasise that the decision on any review is **final** and there is no further appeal or review process.

Unless you subsequently raise new issues that we consider are significant, we will not be able to respond to you further.

You cannot use this process to complain about a decision on a review.

There may be other legal options available to you and you may therefore wish to take legal advice.

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Gallwch ysgrifennu atom yn Gymraeg a byddwn yn ymateb yn Gymraeg. Ni fydd hyn yn arwain at oedi cyn ymateb.

You can write to us in Welsh and we will reply in Welsh. This will not lead to a delay in responding.

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This document is available in Welsh and English. You can write to us in Welsh and we will reply in Welsh. This will not lead to a delay in responding.

[ask@ombudsman.wales](mailto:ask@ombudsman.wales)

0300 790 0203 Our phone line is open 10am-12:30pm and 1:30pm-4pm Monday – Friday