

# Feedback and complaints about Healthcare Inspectorate Wales

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Please contact us if you would like to receive this information in other formats or languages.

# About HIW

Healthcare Inspectorate Wales's (HIW's) role is to regulate and inspect NHS and independent healthcare services in Wales against a range of standards, policies, guidance and regulations and to highlight areas requiring improvement.

We protect the interests of people whose rights are restricted under the Mental Health Act and other relevant laws.

We also undertake investigations where there may be systemic failures in delivering health services so that improvement and learning are able to take place.

Our other responsibilities include:

- the statutory supervision of midwives in Wales;
- working with the Prisons and Probation Ombudsman on investigations into deaths in Welsh prisons;
- monitoring compliance with the Ionising Radiation (Medical Exposure) Regulations (IR(ME)R);
- working with her Majesty's Inspectorate of Probation and others on inspections of youth Offending Teams in Wales;
- registering private dentists in Wales; and
- monitoring of The Controlled Drugs (Supervision of Management and Use) (Wales) Regulations.

## Introduction

We welcome your comments and suggestions about how well we are doing our job. We value your feedback and use it to develop and improve our work and the way our staff carry out their roles.

This booklet explains how to share a positive experience with HIW as well as what to do if you think we have got something wrong and want to complain to us. It also explains how we will handle your feedback or complaint.

This booklet does not explain what to do if you have a concern or complaint about a healthcare provider. For concerns about the NHS you should follow the NHS complaints procedure "*Putting Things Right*" and complaints about independent healthcare should be addressed in the first instance with the provider delivering the service you are complaining about.

## When you share feedback with us we will:

- be polite and helpful;
- share positive feedback with our teams;
- deal with your complaint fairly and efficiently;
- tell you how we are getting on with your complaint;
- acknowledge any mistakes we have made and put matters right whenever possible; and
- try to help you to find the right organisation to talk to if we cannot deal with your complaint.

## Sharing your positive experience with us

Our aim is to provide the highest standards of service at all times. If you are pleased with the way you have been treated by us or if you have found a particular aspect of our work helpful, we would like to hear from you.

Please tell the individual who dealt with you - this will help them know what they are doing right.

Alternatively, you may wish to contact us at:

Healthcare Inspectorate Wales  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1 UZ

Phone: 0300 062 8163

Fax: 0300 062 8387

Email: [hiw@wales.gsi.gov.uk](mailto:hiw@wales.gsi.gov.uk)

## Complaining about the administrative actions of HIW

We recognise 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 immediate action.

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

This may include:

- something that we may have done or should have done;
- how we have handled your request for information;
- how well we have carried out our work as the inspector or regulator of healthcare; and
- how we have treated you.

## Who can complain about us

We will deal with your complaint if:

- you have been directly affected;
- you are acting on behalf of someone who has been directly affected; or
- you represent a provider of healthcare - in either the public or private sector - that has been directly affected

by something we have done or not done while carrying out our work.

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

# How to complain about us

## Making your complaint

You should first contact our office by phone, letter or email, using the contact details on the back cover of this booklet.

If you would like help to complain you can ask another person to make the complaint for you but please tell us you are doing so.

We will acknowledge your complaint and tell you who will be dealing with it.

We will discuss with you how we will handle your complaint and whether we need more information to help with our enquiries. We may offer to meet you to discuss your complaint.

Once we fully understand what you are complaining about and what you would like to see happen we aim to reply in writing within 15 working days. We will tell you what we have done or plan to do to put things right. If we cannot reply within that time we will tell you about the delay and explain the reason for it.

## Dealing with your complaint

We follow the Welsh Government's Customer Complaints Policy which provides full details about how we will deal with your complaint and what you can do if you are not happy with the result.



## If you are not satisfied with the way in which we have dealt with your complaint

You can refer your complaint to the Public Services Ombudsman for Wales or, if your complaint relates to an information request, to the Information Commissioner.

Normally, they will expect you to go through all stages of our complaints procedure before they look into your complaint.

## Recording feedback and complaints

We keep a record of all feedback and complaints about us so that we can:

- acknowledge the contribution our staff make in achieving high standards of customer service;
- monitor the types of problems people have;
- decide the best way to sort the problems out; and
- look at how long we are taking to deal with them.

This helps us to further improve our customer service.

## Complaining about how we have dealt with your application to register with us

HIW registers independent healthcare providers, including private dentists, and we can refuse to register or impose conditions on registration. We will always provide our reasons for this.

If you are unhappy with the way in which we have dealt with your application to register with us you will need to follow our complaints process as set out in this booklet.

However, if you do not agree with our refusal of your registration or any conditions we have imposed you must **appeal** in writing to HIW in the first instance within 28 days of being notified setting out why you think our decision was unreasonable. This will be considered by a member of HIW's senior management and a formal decision will be sent to you.

If you remain unhappy with the outcome you have a further right of appeal to the First Tier Tribunal (Care Standards) using the contact details page 11 of this booklet.

## Useful Contacts

First Tier Tribunal (Care Standards)  
Tribunals Services  
Care Standards  
Mowden Hall  
Staindrop Road  
Darlington DL3 9BG  
Phone: 01325 392712  
Fax: 01325 391045  
Email: [cst@tribunals.gsi.gov.uk](mailto:cst@tribunals.gsi.gov.uk)

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Phone: 01625 545700  
Fax: 01625 524510  
E-mail: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

Public Service Ombudsman  
for Wales  
1 Ffordd yr Hen Gae  
Pencoed CF35 5LJ  
Phone: 0845 601 0987 656  
(local call rate) or 01656 641150  
Fax: 01656 641199  
E-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Complaints Unit  
Welsh Government  
Cathays Park  
Cardiff CF10 3NQ  
Phone: 029 2080 1378  
Fax: 029 2082 6869  
E-mail: [complaints@wales.gsi.gov.uk](mailto:complaints@wales.gsi.gov.uk)

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