

# Care Inspectorate Wales (CIW)

## Introduction

CIW is the independent regulator of social care and childcare in Wales. It registers, inspects and takes action to improve the quality and safety of services for the well-being of people in Wales. If you think that CIW has not followed the law, regulations or guidance, we may be able to help you with your complaint. We would normally expect you to complain to CIW (Welsh Government) itself, in the first instance.

## What we can do

We can:

- Look at complaints about procedural and administrative shortcomings
- Look at complaints where CIW has failed to give a response or has given an unsatisfactory response;
- Look at complaints about CIW's reporting process.

## What we cannot do

We cannot:

- Look at any issues of suspension, discipline or any personnel issues about CIW officers or those bodies that it regulates or inspects;
- Question a properly made decision that CIW is allowed to make.

## Further information

Further information about CIW, including copies of inspection reports, can be found on its website: <https://careinspectorate.wales/>

If you wish to appeal against a regulatory decision taken by CIW that you have already made a representation about to CIW itself, you can appeal to the **Care Standards Tribunal**:

**Care Standards Tribunal, 1st Floor, Darlington Magistrates Court, Parkgate, DL1 1RU; Tel: 01325 289350; Email: [cst@justice.gov.uk](mailto:cst@justice.gov.uk)**

If you have a complaint about the actions of an individual social worker or care worker, you may want to contact **Social Care Wales**:

**Social Care Wales, Southgate House, Wood Street, Cardiff, CF10 1EW;**  
Telephone: 0300 3033 444; Email: [info@socialcare.wales](mailto:info@socialcare.wales) Website:  
<https://socialcare.wales/>

## Contact us

If you are not sure whether we would be able to look into your complaint, please [contact us](#) on 0300 790 0203 or [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

Also available in Welsh.

## Easy Read

