

A Guide to Welsh Redress

A guide for bereaved parents who have been told they are, or they might be, eligible for Redress

We are very sorry that your baby has died.

The Sands National Helpline provides a safe, confidential place for anyone who has been affected by pregnancy loss or the death of a baby before, during or shortly after birth.

Whether your baby died long ago or recently, we are here for you.

The telephone helpline is free to call from landlines and mobiles on 0808 164 3332.

You can also email the team at helpline@sands.org.uk.

Table of Contents

1. Introduction.....	4
2. Welsh Redress.....	4
If you are thinking about taking legal action	4
The Welsh Redress Process.....	4
The Hospital's response to your concerns.....	4
Deciding if Welsh Redress applies.....	5
An Offer of Redress.....	5
If you are not happy with the Listening to People process and want to speak to someone else	6
3. Support and more information.....	7

1. Introduction

This is a guide for bereaved parents who have been told they are, or might be, eligible for Welsh Redress and who raised a concern **after 1 April 2026**.

More general information on how to **give feedback or raise concerns about NHS Care given in Wales** can be found [here](#).

If you want information on concerns raised before 1 April 2025 please click [here](#).

2. Welsh Redress

When a concern has been raised, a hospital must consider if you might be eligible for Welsh Redress.

Welsh Redress is for people who:

- would probably win if they sued the Welsh NHS, and
- would get a court award of £50,000 or less,
- have not started legal action against the hospital, and
- have not had a Public Services Ombudsman for Wales investigation.

If you are thinking about taking legal action

If you are considering taking legal action against a healthcare provider you should talk to your solicitor before starting the case. You will not be eligible for Welsh Redress if you are taking legal action.

The Welsh Redress Process

Hospitals must tell you if they think you might qualify for Welsh Redress. The way concerns are handled within Welsh Redress is set out below.

The Hospital's response to your concerns

A **response** to your concerns should normally be sent within a pre-agreed time. This will be 30, 60, 90 or a maximum of 120 days. If the investigation cannot be completed in 120 days the hospital must explain why and let you know when to expect a response. Concerns about a death often take longer to investigate. If it will take longer the hospital must tell you why. They should also tell you when to expect a response.

Concerns that are or might be covered by Welsh Redress will get an **interim response**. An interim response has two main purposes. It should tell you

- about the investigation findings and
- about Welsh Redress.

1. Telling you about the findings of the investigation into the care your baby received. The Interim Response should:

- summarise the care you and/or your baby received and your concerns
- describe the investigation that the hospital has carried out
- include copies of any medical records and expert opinions they used

The Hospital should offer to discuss the response with you.

The response must contain contact details for the Public Services Ombudsman for Wales. You can use the Ombudsman if you are not satisfied with the way your concern has been handled.

2. Telling you about Welsh Redress. The Interim response should:

- say that you might be eligible for Welsh Redress
- explain that there is free legal advice to help you with this
- list advocacy and support services that you can use
- explain how they will decide if you are eligible for Welsh Redress
- confirm that they will send you a Decision report.

Deciding if Welsh Redress applies

The hospital will then investigate if you are eligible for Welsh Redress. Once they have reached a decision they will send you a **Decision Report**. The Decision Report should be sent within a year of the concern being raised. It will include any medical reports they obtained to help them to decide.

- If they find you are **not eligible the Decision Report will explain why**. This will be the **end of the concerns process**.
- If they find you **are eligible** for Welsh Redress they will make an **Offer of Redress**.

An Offer of Redress

There are lots of different types of Redress including:

- A written apology
- An explanation
- Actions to stop this happening again
- An offer of financial compensation
- A contract obliging the hospital to provide specific care or treatment

You have to choose whether or not to accept the Offer of Redress. **There is free legal advice available to you.** This may help you decide if you think the offer of redress is fair. If you accept financial compensation you cannot sue the hospital in the future. You should think carefully about this. You must decide within six months from the date of the offer. **When you tell the hospital what you have decided this will end the Listening to People process.**

If you are not happy with the Listening to People process and want to speak to someone else

The Listening to People process may have given you the answers and outcomes you wanted. If not, you may want to continue looking for answers.

Once the Listening to People process has finished, raising your concerns with the hospital may be more difficult. You might find that are slow to respond or do not respond at all.

If you want to speak to someone else about your complaint, you can contact:

Your Elected Representative

MPs, MSs and local officials often have a good understanding of what's happening in their local Trust or Health board. While they can't have start an investigation, they can raise issues on your behalf or apply pressure to Trusts and Health boards. You can use these websites to find your elected representative is.

The [Senedd/Welsh Parliament website](#) tells you about your MS.

[They Work For You](#) website tells you about your MP.

The Public Services Ombudsman for Wales

The Ombudsman's role is to investigate unresolved complaints. They are independent of the NHS and government. You can approach the Ombudsman once the Listening to People process with has ended. The Ombudsman will not accept your complaint until this time. Contact the [the Public Service Ombudsman for Wales](#).

3. Support and more information

We hope you have found the information in this guide useful.

If you would like support or more information, please look at the list below.

Where to go for support and information

Your local LLIAS Team

In Wales support for raising concerns about healthcare is provided by your local LLIAS team. They are independent of the hospital and can help you make a complaint and offer confidential advice, support and information. Details on how to find your local LLIAS team are here: <https://www.llaiswales.org/in-your-area>

Your hospitals' Patient Advice and Liaison Service (PALS)

You can find this service in hospitals in Wales. It is sometimes called the 'patient experience team' or 'concerns team'. PALS is independent of the hospital. They can help you make a complaint and offer confidential advice, support and information.

Action against Medical Accidents (AvMA)

AvMA is a UK charity that provides free, independent advice and support to people affected by medical accidents. They have helpful guides for making a complaint.

[Find out more about AVMA.](#)

Citizens Advice

An independent charity offering free support to people facing a range of problems in the UK **Citizens Advice offers guidance on taking legal action and making a complaint about care.**

[Find out more about Citizens Advice](#) in Wales.

Sands can support you online and over the phone, too. For more information visit: sands.org.uk/Support.

Sands (Stillbirth and Neonatal Death Society). Charity Registered in Scotland SC042789, England and Wales 299679. We also operate in Northern Ireland. Company Limited by Guarantee Number: 2212082. Registered Address: 10-18 Union Street, London, SE1 1SZ.