

Making a complaint about government departments and services to the Parliamentary Ombudsman

Section 1 Can we look at your complaint?

Have you complained to the organisation?

Yes No

Have you received a final response from them or completed their complaints process?

Yes No

If you have answered no to these questions, you should complain to the organisation first and give them a chance to put things right. If you are not happy with their final decision, you can then bring the complaint to us to consider.

If you have been given a reference number by one of our Customer Service Officers, please enter it here:

When did the events happen?

Date: _____ Month: _____ Year: _____

When did you become aware of the problem?

Date: _____ Month: _____ Year: _____

When did you complain to the organisation?

Date: _____ Month: _____ Year: _____

When did you first write to your MP about the complaint?

Date: _____ Month: _____ Year: _____

If you haven't been able to complain to us within a year of becoming aware of the problem, please use this space to tell us why, giving as much detail as possible.

Legal action

In some cases, you might be better off taking legal action, for example, if you want a very large financial remedy. If you have already been to court or are thinking about taking legal action, please tell us about it here as it may affect whether we can investigate your complaint.

Please phone us on 0345 015 4033 if you have any questions about this.

Are you taking, or planning to take, legal action about your complaint?

Yes No

If yes, please give us details of any legal action you have taken, or are planning.

Section 2 The government department or service

Who are you complaining about?

What is the name and address of the organisation you are complaining about?

Section 3 About your complaint

Briefly tell us what your complaint is about.

Section 3 About your complaint (continued)

Did the organisation answer all the issues you raised in your complaint?

If **yes**, please go to section 4.

If **no**, please tell us the issues that they did not address.

How have you, or the person you represent, been affected by what has happened?

Section 4 Putting it right

If we are able to take on your complaint, what would you like us to achieve for you?

(Please see guidance notes.)

We may recommend that organisations explain and apologise, change their procedure and, if appropriate, pay some compensation. Please use this space to explain what you want to happen as a result of your complaint. Note: if we do not think that we can achieve what you want, we will let you know.

Section 5 About you

Title Mr, Mrs, Miss, Ms, Other: _____

First name: _____

Surname: _____

Address: _____

Town or city: _____

Postcode: _____

Daytime telephone number: _____

Email address: _____

How would you like to be contacted? (optional)

Email Letter Telephone

Is there anything we can do to make it easier for you to access our service? (For example, please let us know if English is not your first language.)

Are you making a complaint for someone else?

If yes, please go to section 6.

If no, please go to section 7.

Section 6 Complaining for someone else

Who is the service user?

Title Mr, Mrs, Miss, Ms, Other:

First name:

Surname:

Address:

Town or city:

Postcode:

Daytime telephone number:

Email address:

What is your relationship to them?

Has this person died?

Yes

No

If yes, then please answer the question below:

If this person has died, please tell us the date of their death.

Date: Month: Year:

If no, then please answer this question:

Please explain why they can't make the complaint themselves.

.....

.....

.....

Please tick this box if they have agreed that you can complain for them. You will need to provide written confirmation of this in section 7.

Section 7 Authorisation

Please look at my complaint.

I agree that you can get all the relevant papers, so that you can investigate this complaint under the *Parliamentary Commissioner Act 1967*.

Your signature:

Date:

If you are complaining for someone else, they must sign below if they can.

I agree that can complain for me and that the Ombudsman service can obtain the information it needs to investigate my complaint under the *Parliamentary Commissioner Act 1967*.

I understand that this may mean that my representative will be able to see personal information the Ombudsman service obtains for the investigation.

The service user's signature, if you are representing them:

.....

Date:

Section 8 To the MP

This section must be completed by the person making the complaint.

To MP House of Commons, London SW1A 0AA

Please consider the complaint described on this form and any information attached.

Please complete section 9 and send this complaint to the Parliamentary Ombudsman.

Section 9 From the MP to the Ombudsman

This section must be completed by the MP.

To: The Parliamentary Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Mr/Mrs/Miss/Ms _____ has sent me a complaint. Please consider this complaint and let me know the outcome.

Signature of MP: _____

Print name: _____

Date: _____

Please email your form and the organisation's final decision letter to:

phso.enquiries@ombudsman.org.uk

Or post it to:

Customer Services

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP