What to do if you’re unhappy with UK government services
Three steps to getting things put right

If you’re unhappy with the service you’ve received from a UK government department or another public body, like the tax office, the courts or Jobcentre Plus, there are three steps you can take.

1. Make a complaint to the organisation as soon as you can. Complaining to them directly might get the matter resolved quickly. Explain why you’re unhappy and how you want them to put things right.

2. Give the organisation a chance to resolve your complaint and give you their final response. Make sure you keep copies of all letters about your complaint.

3. If you’re unhappy with how the organisation have dealt with your complaint, contact a Member of Parliament (MP) and ask them to pass your complaint to the Parliamentary Ombudsman. You can download a form from our website or call us - see back page for details.
How the Parliamentary Ombudsman can help

We help resolve complaints about government departments and other public bodies. Our service is free. We’re independent, not part of Government, and our powers are set down in law.

We will usually only look into a complaint after the organisation you’re unhappy with has had a chance to try to sort it out. If you’ve completed all stages of their complaints procedure and are still unhappy, contact an MP and ask them to send your complaint to us.

Having your complaint sent to us by either your local MP or any other MP is a legal requirement. You can find MPs’ contact details at www.parliament.uk.

By law, you should normally take your complaint to an MP within a year of when you first became aware of the problem. If it was more than a year ago, we may still be able to help you, if there were good reasons for the delay.

If we decide the organisation has got things wrong, we can tell them how to put things right. This could mean apologising to you, giving you a better explanation of their actions or taking other steps to resolve your complaint and put things right.
Here to help

To find out more about how we can help, please get in touch. We’re open Monday to Friday from 8.30am to 5.30pm.

Remember that you need to complain to the organisation you’re unhappy with first, before asking an MP to pass your complaint to us.

Visit www.ombudsman.org.uk

Call 0345 015 4033
You can contact us from a textphone on 0300 061 4298 if you are deaf or have problems using a standard telephone

Email phso.enquiries@ombudsman.org.uk

Text ‘call back’ with your name and mobile number to 07624 813 005 and we will call you back

Fax 0300 061 4000

Write to Parliamentary Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

This leaflet is available in other formats and languages. For more details, please contact us.