

How to contact us

If you need further help or advice with making a complaint you can get in touch with us at:

Helpline: 0345 015 4033
(The helpline is open 8.30am to 5.30pm Monday to Friday, excluding public holidays.)

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

Web: www.ombudsman.org.uk

Our address is:

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

The Ombudsman's aim and vision is to provide an independent, high quality complaint handling service that rights individual wrongs, drives improvements in public services and informs public policy.

We can also provide information, papers and reports in a range of formats (such as large print, easy read or Daisy) and other languages as required. Just tell us how you would like the Ombudsman to communicate with you.

Bringing a complaint to the Parliamentary Ombudsman



What the Parliamentary Ombudsman does

The Ombudsman, Ann Abraham, provides a service to the public by undertaking independent investigations into complaints that UK government departments and agencies, and a range of other public bodies in the UK, have not acted properly or fairly or have provided a poor service.

Complaints about government organisations must be referred to the Ombudsman by an MP. To find out who your local MP is, go to findyourmp.parliament.uk or contact the House of Commons Information Office on 020 7219 4272.

The Ombudsman does not investigate complaints about councils, these are investigated by the Local Government Ombudsman, who can be contacted at www.lgo.org.uk or on 0300 061 0614.

Before contacting us

The Ombudsman will normally only take on a complaint after you have first tried to resolve the complaint with the organisation involved and have received a response from them. The Ombudsman believes that the organisation should be given a chance to respond and, where appropriate, try to put things right before she becomes involved.

If you are still unhappy after you have completed this process, then you should ask an MP to refer the complaint to us.

A complaint form which gives all the information you need to make a complaint to the Ombudsman can be found at www.ombudsman.org.uk or call us on 0345 015 4033 to request a copy.

Please make sure that any complaint comes to us as soon as it can.

When we receive your complaint

We will write to you to acknowledge your complaint within two working days. You will be given a reference number which should be quoted in any future contact with the Ombudsman.

Our first step will be to look at whether the complaint is one that we can handle, because we can only investigate complaints where we have the legal power to do so. You do not have an automatic right for your complaint to be investigated but if we decide not to do so, we will let you know why we have made that decision.

We are committed to keeping you informed about progress and will be in touch regularly to update you. Our contact details are on the back of this leaflet.

