

# Checklist for referring complaints to the Ombudsman

**We have put together the following checklist to make it easier for you to consider whether to refer a complaint to us.**

The checklist looks at some of the key questions that we consider before deciding whether or not to investigate a complaint. It also highlights what we need from you to ensure that we can deal with the complaint as quickly as possible.

You may want to use this checklist alongside our complaint form which is available from our website ([www.ombudsman.org.uk](http://www.ombudsman.org.uk)) and our leaflet *Parliament's Ombudsman – Information for the staff of MPs* which provides more detailed information about our jurisdiction and how we deal with complaints. You can use this checklist when discussing a case with the complainant. Copies of the checklist are available on our website at [www.ombudsman.org.uk/mp](http://www.ombudsman.org.uk/mp).

**Complainant's name** ..... **Date** .....

✓ *Check boxes as applicable*

Is the complaint about actions by UK Government departments or their agencies or the NHS in England?  
(A list of bodies in our jurisdiction is available on our website.)

Yes	Not sure	No
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Is the complaint in writing?

Yes	Not sure	No
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Has the complainant completed the formal complaints procedure of the organisation complained about?

Yes	Not sure	No
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Where applicable, has the complaint been put to a second-tier complaint handling body, such as the Department for Work and Pensions' Independent Case Examiner (ICE) or HM Revenue & Customs' Adjudicator?

Yes	Not sure	No
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Has the complainant provided supporting documents for their complaint? If so, please send all the material to us or ask the complainant to do so.

Yes	Not sure	No
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➡ **If the answer to all of the questions above is 'Yes', please pass on the complaint to us.**  
There is no need to send this checklist to us.

➡ **If the answer to any of the questions above is 'Not sure' or 'No',** or if you are unsure whether or not to refer a complaint, please get in touch with us. We will be happy to discuss any complaints with you. You can call us on our dedicated MP helpline **0300 061 4953** or email us at **MP@ombudsman.org.uk**.