Making a complaint about UK Government services

The Parliamentary Ombudsman can carry out independent investigations into complaints about government departments and other public organisations. We would normally expect that the organisation you are complaining about has had the opportunity to respond to your concerns.

This form is to help us decide if we can look at your complaint. We need specific information from you so that we can deal with your complaint as quickly as possible. If we feel that we do not understand your complaint, then we may return the form to you to be completed before we take any action on your complaint.

To help us consider your complaint, we need to see all the evidence that you have about it - in particular letters to and from the organisation you are complaining about. We are happy to copy originals and return them to you.

You will need an MP to sign Section 9 of this form.

If you are unable to fill in the form or you need any advice, you can contact our helpline on 0345 015 4033.

The helpline is open from 8:30am to 5:30pm Monday to Friday, excluding public holidays.
SECTION 1: About you

If you are complaining on behalf of someone else then they must complete Section 7 of this form if they are able to.

1. About you:

   Name: _____________________________________________________________

   Address: ___________________________________________________________

   ________________________________________________________________

   Postcode: _________________________________________________________

   Telephone number: _________________________________________________

   Email: _____________________________________________________________

   How and when would you prefer to be contacted? ________________________

   ________________________________________________________________

   Do you have any special requirements for us to communicate with you? We
   will make adjustments for you if we can.

   ________________________________________________________________

   ________________________________________________________________

   Are you being supported by an advocacy organisation or other representative?
   Please provide their details if you would like us to copy them into our
   correspondence.

   ________________________________________________________________

   We’ll keep in touch with you in whichever way works best for you. However, we
   do need to make you aware that with email there is always a small risk of
   messages being intercepted. If this is your preferred way for us to contact you
   please let us know by ticking one of the boxes below. As a precaution, and for
   added peace of mind, we will also password protect any sensitive documents we
   send you.

   To confirm you are content for us to email you, please tick this box ☐

   If you do not want us to correspond with you by email, please tick this box ☐
2. Is the complaint on behalf of someone else? YES / NO

If you have answered YES to this question, please also complete questions 3 and 4. If you have answered NO to this question, please go to question 5.

3. **Who are you complaining on behalf of:**

   Name: ___________________________________________________________

   Address: _________________________________________________________
   ________________________________________________________________

   Postcode: _______________________________________________________

   Telephone number: _______________________________________________

   What is your relationship to them? _________________________________

   If the person has died, please tell us the date of death here: 
   ________________________________________________________________

4. Please explain why the person who has suffered as a result of the problem is not making the complaint. We would normally expect a person to make their own complaint if they are able to. However, you can represent someone to make a complaint if you have their consent.
   ________________________________________________________________
   ________________________________________________________________

**SECTION 2: Information about the organisation that you are complaining about**

You can contact us before filling in this form if you are not sure whether your complaint is about an organisation we can consider. Our helpline number is 0345 015 4033.

5. Which organisation(s) are you complaining about?
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________
SECTION 3: Your complaint

We need to know what happened and why you are unhappy with the response to your complaint. Please attach additional sheets of paper if you need more room to set out your complaint. Please do not just say ‘see attached’ and provide copies of previous correspondence. If the organisation has not addressed all of the issues raised in your complaint, then we may decide that there is further work for the organisation to do before we look at your concerns.

6. Please briefly explain what your complaint is about:

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

7. Why are you still unhappy following the response(s) from the organisation(s)?

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
8. Has the organisation responded to all the issues raised in your complaint?

If the answer to this question is NO, then please set out below the issues that have not been addressed.

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

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

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
### SECTION 4: Outcome

Examples of remedies we regularly achieve are apologies, improvements to services, and financial payments.

10. What outcome(s) do you want us to achieve for you?

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

11. If you are seeking a financial remedy, what would be a reasonable sum of money to remedy your complaint?

___________________________________________________________________

### SECTION 5: When things happened

The law says that a complaint should be made to an MP within a year of you becoming aware there is a problem. We can extend this time limit but only where there are special circumstances.

12. When did the events occur? ________________________________________

13. When were you aware there was a problem and when did you complain?

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

14. If you did not complain straight away, please explain why: _____________

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
15. When did you first write to your MP about your complaint? ________________

16. If there was more than a year between you becoming aware of the problem and you contacting your MP, please explain why you did not complain to your MP earlier. It would be helpful if you could provide relevant dates of when key events happened. For example, the date of your initial complaint and dates of the organisation’s responses.
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

17. If there is a long time between any of the above dates, please explain what was happening.
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

SECTION 6: Legal action

The law says that we must consider whether it is reasonable for you to pursue legal action to achieve the outcomes you are seeking.

We may not be able to look at your complaint: if you are already pursuing legal action; or are planning to take legal action; or if we consider that there is a course of legal action open to you that is reasonable for you to pursue.

18. Are you taking, or planning to take, legal action on your complaint? If YES please give details.
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
SECTION 7: Authorisation

I wish the Ombudsman to investigate my complaint and I consent to the obtaining of all relevant papers for the purposes of investigating a complaint under the Parliamentary Commissioner Act 1967.

Signature: ______________________________________________________________
Date: __________________________________________________________________

If you are complaining on behalf of someone else, they must sign here if they are able to. If they are not able to, please explain why.

I give my consent for a complaint to be made on my behalf and for the Ombudsman to obtain all relevant papers for the purposes of investigating a complaint under the Parliamentary Commissioner Act 1967. I understand that this may mean that my representative will be able to access personal information obtained for the investigation.

Signature: ______________________________________________________________
Date: __________________________________________________________________

SECTION 8: To the MP

This section must be completed by the person making the complaint

To (Name of MP) _____________________________________________________ MP
House of Commons, London SW1A 0AA

Please consider the complaint described on this form and in 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: ___________________________________________________________________
Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London SW1P 4QP

Enquiries: 0345 015 4033
Fax: 0300 061 4000
Email: phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk