



Making a complaint to us about government services in the UK

Easy
Read

What is this booklet about?



We are the Parliamentary and Health Service Ombudsman.

We look into complaints about the UK government services.

There are some services we can't usually look at complaints about.

For example:

- courts
- education
- local councils
- MPs
- police.

Please answer the questions in this booklet if you want us to look at your complaint.

It will help us decide if we can look at your complaint.

Please phone 0345 015 4033 if you have questions about this booklet.

Some questions to answer first



1. Have you complained to the organisation that you had a problem with?

This means, have you told them what you are unhappy about?

Yes ☐ No ☐



2. Did the organisation give you a final answer about your complaint?

Yes ☐ No ☐

If you said no to these questions

You need to complain to the organisation before you come to us.

This gives the organisation a chance to put things right.



- 1 ~~~~~
- 2 ~~~~~
- 3 ~~~~~
- 4 ~~~~~
- 5 ~~~~~



The organisation should give you a final answer about your complaint.

If you are not happy with their final answer you can come to us.



For more information about how to complain to a government department, look on our website at:



www.ombudsman.org.uk/sites/default/files/EASY_READ_Tips_on_making_a_complaint_about_UK_government_service_0.pdf



3. Have we given you a number for your complaint? It is called a reference number.

If you have a reference number, please write it here:

About your complaint

4. When did the problem you want to complain about happen?

Please tell us the date, month and year if you can.



5. When did you first start to know about the problem?

Please tell us the date, month and year if you can.



6. When did you complain to the organisation?

Please tell us the date, month and year if you can.

7. You usually have one year to tell us about your complaint.

Sometimes we can look at your complaint after this, but not often.

If you are coming to us more than one year after the problem started please tell us why.



Help from the law



Sometimes people go to court to solve a problem.

Sometimes they go to a type of court called a tribunal.

Usually we cannot look at your complaint if:

- we think it is best for you to go to court or a tribunal
- you have already gone to court or a tribunal
- you plan to go to court or a tribunal.



When you go to court or a tribunal it is called taking legal action.



8. Are you planning to take legal action about your complaint?

Yes

☐

No

☐

If you are, please tell us more about it here.



Who are you complaining about?

**9. What is the name
and address of the
government
organisation you are
complaining about?**



10. Please tell us a bit about your complaint

Please tell us:

- what happened
- when
- who was involved.



11. Did the government organisation give you an answer to everything you said in your complaint?

Yes ☐ No ☐

If they did not answer everything in your complaint please tell us what they missed.



12. Has the problem you are complaining about made your life hard or caused you any problems?

Please tell us about any problems it has caused.



13. If we can look at your complaint, how do you want us to help?

For example, sometimes we can ask organisations to:

- say sorry
- change the way they do things
- pay you some money if we think they should.

Please tell us what you want to happen.

If we think this can't happen we will tell you.

About you (the person making the complaint)



14. Your first and last name



15. Your address and postcode



16. Your phone number in the daytime



17. Your email address

18. How would you like us to get in touch with you?



Phone ☐



Post ☐



Email ☐



19. Is there any support you need from us to make your complaint?

For example, information in easy read or something else?

If there is, please tell us what you need.

Please sign the form



Please sign your name below if you are happy for us to:

- look into your complaint
- get all the information we need about your complaint.



Please write your name here if you agree to this



The date



Are you filling in this form for someone else?

This section means you are filling in this form for someone else who wants to make a complaint.

If you are please tell us this information.

20. How do you know the person?



☐ I am their wife, husband, boyfriend or girlfriend



☐ I am their parent or a person who looks after them by law (a guardian)



☐ I am their child

☐ I am their carer

☐ I am someone else.

21. Why can't the person tell us about the complaint themselves?



☐ They are a child



☐ They are not well enough



☐ They can't do it on their own

☐ They want me to do it

☐ They have died

☐ Something else.



We need to know that they are happy for you to:

- speak to us for them
- see personal information about them and their complaint

The person you are speaking for should fill in the information if they can.



If you are filling in the form for someone else please tell us



22. Your first and last name



23. Your address and postcode



24. Your phone number in the daytime



25. Your email address

**Please ask them to sign
here if you are happy
for this person to speak
to us**



The date





**This section is for
you to send to
your MP along
with your
complaint**

To send to an MP



An MP has to agree that we can look at your complaint.

Please fill in the MP's name below and send the whole form to them.



Make sure you also attach a copy of the final letter you got about your complaint.

The MP needs to fill in the part on page 27 and send the form to us.

To (name of MP)



Please look at the complaint in this form and any other information I have sent with it.

Please fill in the part on the next page and send the form to the Parliamentary and Health Service Ombudsman.





For the MP to fill in

To the Parliamentary and Health Service Ombudsman.

(Write the name of the person making the complaint).

has sent me this complaint

Please look into the complaint and let me know what you decide.

MP's signature

MP's name in writing

The date





Please now send this form with the final complaint letter to the Parliamentary and Health Service Ombudsman.

What to do now



Please email us:

- this form
- a copy of the final letter you got from the organisation about your complaint.



Please **email** them to:

phso.enquiries@ombudsman.org.uk



Or **post** them to:

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

Thank you