

Complaint form:

This form is for making a complaint about the service received from Government departments and services.

Before we can help you with your complaint

You will need to:

- Have already complained to the organisation(s) you are unhappy with and had all your points answered.
- Tell us when the problem happened, and the date you complained. We may not be able to help you if your complaint is over 12 months old.
- Provide us with your contact information including an email address.
- If your complaint is about a UK government department or another UK public organisation, you need to make your written complaint to an MP within a year of when you became aware of the problem. The MP then needs to pass your complaint to us for you.
- Get your MP to sign this form. We cannot consider your complaint unless an MP asks us.

Please also be aware that:

- We may not be able to help you if you have unanswered questions. For more information on how to do this, visit our website: www.ombudsman.org.uk/complainforchange
- We may not be able to help you if you are taking legal action.
- We scan all documents when we receive them and destroy the paper copies, please do not send originals as they will not be returned unless specifically requested. Please do not send us documents with staples, in folders or in plastic wallets. This will help us process your complaint more quickly.

Please answer all questions fully and avoid using “see attached” as a comment. Our initial checks will use this and if you do not give enough information, we may not be able to consider your complaint.

Please use this form to tell us about your complaint so we can see if we're able to help you. If you're not sure about anything, or have difficulties filling in this form, just phone us on 0345 015 4033 or visit our website www.ombudsman.org.uk/

Have you used our service or contacted us before? Yes No
(This is so we can link our records)

If you have been given a reference number by us, please enter it here:
(The format of your PHSO reference is usually a letter followed by seven numbers. For example, C1234567 or C-1234567)

Section 1: About you

Please fill in your details even if you are complaining on behalf of someone else.

Title							
First name							
Surname							
Address line 1							
Address line 2							
County				Country			
Postcode							
Daytime phone number							
Alternative number (optional)							
Email address							

How would you like us to contact you? Phone Email Post

There will be times when we need to send you documents.
How would you like to receive them? Email Post

If you have any adjustments, you would like us to consider (for example providing documents in large print, or a different language) please let us know below.

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Are you complaining on behalf of someone else? If yes, please fill in the section below. If no, please go to section 2.

What is your relationship to them?

- I am their spouse or partner
 I am their parent or guardian
 Other
 I am their child
 I am their carer
 I am their representative/advocate

Why can't they make the complaint themselves?

- The person is a child
 They aren't well enough to do it
 They are not able do it themselves
 The person has died
 My partner would prefer me to do it
 Other

If you are complaining for someone who cannot complain for themselves, we must consider if you are the right person to act on their behalf. We would normally need their consent for this. Please see section 3.

Their title							
Their first name							
Their surname							
Address line 1							
Address line 2							
County				Country			
Postcode							
Their daytime phone number							
Alternative number (optional)							
Their email address							

Section 2: About your complaint

Legal action

Generally, we cannot investigate a complaint if it is or was reasonable for you to take legal action to get an answer to it. This could include going to court or to a tribunal. We will look at whether legal action would be able to fully answer your complaint or give you what you want.

Whether it is reasonable to expect you to take or have taken legal action also depends on the nature of your complaint and what you want to achieve. If we can see that there are parts of the complaint that wouldn't be resolved through legal action, we could look into them. For example, we could consider investigating aspects of a complaint where you would like an apology, an explanation of what went wrong or an action plan for improvement

If you have already been to court, a tribunal or are thinking about taking legal action, please tell us about it here as it may affect whether we can investigate your complaint. Please phone us on 0345 015 4033 if you have any questions about this.

Have you taken, or are you planning to take, legal action about your complaint?

Yes

No

If yes, please give us details of any legal action you have taken or are planning.

When did it happen?

If your complaint is about a UK government department or another UK public organisation, you need to make your written complaint to an MP within a year of when you became aware of the problem. The MP then needs to pass your complaint to us for you.

When did the problem you want to complain about happen?
(If you can't remember the exact date, you can give us an estimate.)

Date									
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dd/mm/yyyy

When did you become aware of the problem?

Date									
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dd/mm/yyyy

When did you complain in writing to an MP?

Date									
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dd/mm/yyyy

When did you complain to the organisation?

Date									
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dd/mm/yyyy

If you haven't been able to complain to us within a year of becoming aware of the problem, please tell us why you did not complain sooner.

Please explain the reason for any gaps including:

- a gap before you first made the complaint to the organisation
- a gap before you replied to the organisation after they first responded
- a gap before you complained to us

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Who are you complaining about?

What is the name and address of the organisation(s) you are complaining about?

Are you complaining about a particular person? Please give their name (optional).

The details of your complaint.

Did the organisation miss any of the issues you raised in your complaint?

You may not be satisfied with their answers to your complaint, but we need to know if their response missed anything you raised in your complaint to them.

Yes

No

If yes, please tell us what points you raised in your complaint that their response failed to answer. Depending on what points have not been answered, we may tell you to go back to the organisation and raise them again.

Please summarise your complaint.

Tell us what you are complaining about.

What went wrong? What dates did things go wrong? What did the organisation do wrong? and who was involved? for example.

Please avoid using “see attached” as a comment or leaving the section blank. Please answer all questions fully.

Please tell us how you or the person you represent have been affected by what went wrong. Please describe what impact this had on you and how long the impact lasted.

If we can take on your complaint, what are the outcome(s) are you looking for us to achieve?

We may recommend that organisations explain and apologise, change their procedure and, if appropriate, pay some compensation.

Please use this space to explain what you need to be resolved and what is important to happen as a result of your complaint, and if you are looking to receive compensation, what amount are you hoping to achieve?

If we do not think that we can achieve what you want, we will let you know.

Mediation

In some cases, we can mediate between you and the organisation to help you resolve your complaint.

We usually do this by telephone or video call (using Microsoft Teams) if both you and the organisation agree to take part.

During this process we will not give our own view on the substance of the complaint.

It is a chance to bring you and the organisation together to agree a way to resolve your complaint.

Is this something you are willing to do?

Yes

No

The documents we require to complete our initial checks.

(Please do not send originals as they will not be returned unless specifically requested)

This complaint form.

The complaint made to the organisation (so any letters, emails or complaints forms submitted for the complaint).

The complaint response(s) from the organisation including the final response and any other correspondence relating to the complaint.

If there is a second-tier complaint process - the complaint(s) sent to them and any response(s) and any other correspondence relating to the complaint.

A second-tier complaint handler can be an entirely separate organisation or a separate part of an organisation that acts as a complaint handler (such as the Independent Case Examiner, Adjudicator's office, ICR, ICA).

We will contact you for further information and documentation if we can progress your case.

We scan all documents when we receive them and destroy the paper copies, please do not send originals as they will not be returned unless specifically requested. Please do not send us documents with staples, in folders or in plastic wallets. This will help us process your complaint more quickly.

Section 3: Declaration

- I would like the Ombudsman to look at my complaint.
- I agree to share all the relevant evidence so that you can investigate this complaint under the *Parliamentary Commissioner Act 1967*.
- To the best of my knowledge, everything I have told you is correct
- I understand that, to help resolve my complaint, you will need to use and keep personal information about me. For example, how to contact me and details about my complaint and sometimes sensitive personal information.
- I understand that this might include collecting information about me from the organisation I've complained about and possibly sharing information with others. For example, others that may have been involved in my complaint.

Signature								
Date								

If you are complaining for someone else, we would normally need their consent, they must sign below if they are able to do so.

I agree that _____ can complain for me and that you can obtain the information it needs to investigate my complaint.

I understand that this may mean that my representative will be able to see personal information you obtain for the investigation.

Signature								
Date								

Section 4: MP

The person completing this form must fill in the MP's name and sign and date below it:

To

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MP, House of Commons, London, SW1A 1AA

Please consider the complaint described on this form and any other information included.

Signature	
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Date								
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Please ask your MP to sign below and send this complaint to the Parliamentary Ombudsman

The MP must fill in this section:

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has sent me this complaint. Please look into and let me know the outcome.

MP Signature	
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Print	
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Date								
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Please email your form and the documents requested to:

phso.enquiries@ombudsman.org.uk

Or post it to:

Parliamentary and Health Service Ombudsman
Citygate
47 - 51 Mosley Street
Manchester
M2 3HQ

Your other rights.

We process any personal data collected in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018. For more information about data processing and your legal rights, our privacy statement can be found on our website:

www.ombudsman.org.uk/our-privacy-policy

What to do if you're unhappy with how we've handled your personal information.

If you wish to comment or make a complaint about how the PHSO are processing your data, then please contact the Data Protection Officer at dpo@ombudsman.org.uk

If you're unhappy with our response, you can contact the Information Commissioner's Office at ico.org.uk
