



What to do if you are not happy with a government service



How we can help you with your complaint

About us



We are the Parliamentary and Health Service Ombudsman. We look into complaints about government services.

A **complaint** is when you are not happy about something and you tell someone about it.

This might be about a service or how you have been treated by someone.

Government services help with things like:

- **benefits.** **Benefits** is money from the government that helps you pay for things. This could be things like:

- paying for your home
- paying for extra things you might need because of your disability





- driving and **transport**. **Transport** is things like buses, trains and taxis



- the **environment** and the countryside. The **environment** is the world around us and the air we breathe



- passports and travel.



When you ask us to help you with your complaint, you need to fill in a complaint form.



After we have got your complaint form, we can help you if:

- you have already complained to the service you are unhappy with



- the service has looked into what happened and given you a final answer

and



- you have spoken or written to your local **MP** and they have agreed to sign the complaint form.



An **MP** is a person who works in Parliament. They help to make laws.



Times when we cannot help

There are some times when we might not be able to help. This could be if:



- you have complained to the service you are unhappy with and you are waiting for an answer



- it is more than 12 months since the problem happened



- your complaint is about your local council, your local MP or the police



- you are taking legal action or we think you need to take **legal action**.

Taking legal action means when you go to court to solve a problem.



You can phone us if you have any questions or are not sure about anything on the complaint form.

Phone us:

0345 015 4033

Things we need to help with your complaint



Fill in the easy read complaint form and ask your MP to send it back to us. It will help us decide if we can help you.

You also need to send us copies of:



- anything you wrote down and sent to the service about your complaint

and

- any answers the service sent back to you.





This might be copies of:

- letters
- emails
- forms or other documents.



Your MP can send everything back to us by email or post.



By email to:

phso.enquiries@ombudsman.org.uk



By post to:

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



If we can help, we will contact you.