



## COMPLAINT FOR REFERRAL TO THE PARLIAMENTARY OMBUDSMAN

Remember, the Ombudsman **CANNOT** accept complaints sent by email. You need to refer the complaint to your MP first.

You should also note that this form is NOT processed electronically and you must **PRINT** it.

For help in completing this form see guidance on-line or in leaflet, or call our helpline on 0845 015 4033.

### Section 1 - To the MP

**This section MUST BE COMPLETED *by the person making the complaint***

To \_\_\_\_\_ MP

House of Commons, London SW1A 0AA

**FROM:**

Name

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Address

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Postcode

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Telephone

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Please consider the complaint I have described below and in the evidence attached. If you agree, please refer it to the Parliamentary Ombudsman.

\_\_\_\_\_  
Signature of person submitting the complaint

\_\_\_\_\_  
Date

*If you are complaining on behalf of someone else rather than for yourself, Section 2 MUST be completed also.*

**Section 2 - Authorisation**

**ONLY COMPLETE THIS SECTION *if you are not the aggrieved person and are making the complaint as their representative***

I am making this complaint on behalf of:

Name

\_\_\_\_\_

Address

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode

\_\_\_\_\_

Telephone

\_\_\_\_\_

**Reason why the aggrieved person is not making the complaint himself or herself:**

\_\_\_\_\_

\_\_\_\_\_

**I wish the Parliamentary Ombudsman to investigate my complaint.**

\_\_\_\_\_  
Signature of aggrieved person

\_\_\_\_\_  
Date

*Unless special circumstances apply, the person who has suffered the injustice or been denied the access to official information should sign here. If that is not possible, representatives should provide evidence of their authority to act.*

### **Section 3 - From the MP to the Ombudsman**

**THIS SECTION MUST BE COMPLETED *by the Member of Parliament***

TO: The Parliamentary Ombudsman

18th Floor, Millbank Tower,  
Millbank  
London SW1P 4QP

Mr / Mrs / Miss / Ms \_\_\_\_\_

has referred to me a complaint about injustice caused by maladministration and/or the refusal of access to official information. Please consider and let me know if you will investigate this complaint.

\_\_\_\_\_  
Signature of MP

\_\_\_\_\_  
Date

### **Section 4 - Details of a complaint about maladministration**

**ONLY COMPLETE 4A & 4B *if the complaint is about maladministration***

#### ***4A WHAT ORGANISATION ARE YOU COMPLAINING ABOUT?***

I wish to complain to the Parliamentary Ombudsman about injustice as the result of maladministration by:

\_\_\_\_\_  
Give the name(s) of the organisation.

**4B WHAT ARE YOU COMPLAINING ABOUT?**

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**4C HOW HAS IT AFFECTED YOU?**

*Describe below how you (or the person you represent) has suffered or your interests have been affected and, if appropriate, show any financial loss sustained. State what you think should be done to remedy the injustice.*

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**Section 5**

**Details of a complaint about refusal of access to official information**

ONLY COMPLETE IF YOU HAVE A SPECIFIC COMPLAINT ABOUT ACCESS TO OFFICIAL INFORMATION

**5A WHAT ORGANISATION ARE YOU COMPLAINING ABOUT?**

Asking the Government for information  
Regarding a request for access to official information, I wish to complain to the Parliamentary Ombudsman about the actions of:

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Give the name(s) of the organisation.

**5B WHAT ARE YOU COMPLAINING ABOUT?**

I wish to complain that the department/body has: *Check appropriate boxes or provide details*

- (i) refused to supply me with the information I requested

- (ii) refused to give me ALL the information I requested
  - (iii) taken too long (more than 20 working days) to reply to my request  
It is        days since I made my request.
  - (iv) requested an unreasonably high charge for giving me the information  
They asked for £
  - (v) other. *Describe the actions you are complaining about.*
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## **Section 6**

### **Have you complained to the organisation concerned?**

EITHER:        Yes, I have complained

*If possible, attach a copy of the complaint and the response you received.*

OR.              No, I have not complained because....*Give reason*

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*(Before making a decision to intervene, the Parliamentary Ombudsman usually expects complaints to have been put to the department concerned, so that they have an opportunity to consider the complaint and offer a remedy.)*

## **Section 7**

### **What evidence can you provide?**

Please attach to this form copies of the correspondence you have had with the organisation about the subject of the complaint. That will be returned to you via the MP. Please give below any reference numbers quoted to you by the department concerned:

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*(Describing the problems you have had is helpful, but is not enough for the Ombudsman to decide to investigate a complaint. **YOU** have to provide the initial **evidence** to persuade him that he can and should investigate your complaint. His decision is based on the information **YOU** give him because, until he has decided to investigate, he cannot insist that an organisation provide him with their files. Enclose the relevant letters you have written to the organisation, their responses and any other information you think appropriate. The Ombudsman's office will copy them and return the originals to you through your MP.)*

I have enclosed original documents; please return them direct to me.

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**PLEASE MAKE SURE YOU HAVE INCLUDED YOUR SUPPORTING EVIDENCE**