

Local Government & Social Care OMBUDSMAN

Making a complaint to the Ombudsman

If you need help filling in this form, contact our helpline on **0300 061 0614**. We can advise you on the best way to make your complaint.

Visit our website to find our opening hours: www.lgo.org.uk/contact-us

Please fill in this form using **BLOCK CAPITALS**.

1 About you

Mr Mrs Miss Ms

First name:.....

Surname:

Address:

.....

Postcode:.....

Daytime phone number:.....

Email:.....

Do you need any help to communicate with us? For example, large print, Braille or information in other languages.

.....

.....

2 Are you complaining on someone else's behalf?

No Please go to question 3.

Yes Please fill in the details of the person you're making this complaint on behalf of on the next page.

Mr Mrs Miss Ms

First name:.....

Surname:.....

Address:

.....

Postcode:.....

Please explain why this person can't complain themselves:.....

.....

.....

3 Which council or organisation are you complaining about?

.....

.....

4 Have you completed the formal complaints procedure of the council or organisation you are complaining about?

Yes Please attach the last letter you received from the organisation you want to complain about. **We scan all documents when we receive them and destroy the paper copies, unless you have told us that you want your documents returned.**

No You should normally complain to the organisation first, to give them an opportunity to sort out your complaint. If you would like help to make your complaint you might want to contact an advocacy service. Your local Citizens Advice Bureau will have details.

Not sure Please complete the rest of this form.

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9 Authorisation

I want the Ombudsman to investigate my complaint. I consent to the Ombudsman obtaining all relevant papers for the purposes of investigating a complaint under the Local Government Act 1974.

Signed:

Date:

If you're complaining on someone else's behalf they must sign the attached consent form.

10 Submitting your complaint

Please send this form to us at:

Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

Alongside your initial complaint (this form) please only send us the last letter you received from the organisation you want to complain about. Please don't send us any other documents at this stage. We will ask for them if we need them.

We scan all documents when we receive them and destroy the paper copies, unless you have told us that you want your documents returned. It will also help us to process your complaint more quickly if your documents are presented simply. For example, not in folders or stapled.