



## Make a Complaint about our service

### Section A Your Details

The person who submitted the complaint about a public body, or who experienced the problem with our service, should normally fill in this form.

If you are filling this form in on behalf of someone else, please also complete **Section B**.

Your Name in Full	
Address	
Postcode	
Email	

**If you provide an email address, we will normally use it for  
correspondence.**

Daytime contact number	
Mobile number	
Ombudsman's case reference number(s) if known	

**Section B** If you are requesting a review and/or making a comment / complaint on behalf of someone else, please provide their details

Their Name in Full	
Their Address	
What is your relationship to them?	
Why are you acting on their behalf?	
<b>If they can, they should sign here to confirm that they support your action in making this request / complaint</b>	
Their signature	

## Your complaint about the service provided by the Ombudsman

What is your complaint about the Ombudsman's service?

How did this affect you?

When did this happen?

Have you raised this informally?

Who did you deal with?

How can we put things right or improve our service?

**If you have documents to support your complaint, please submit them with this form.**

**Please list any documents you are sending us or provide any additional information here**

**When you have completed this form either:**

Email it to: [feedback@ombudsman.wales](mailto:feedback@ombudsman.wales)

Or print and send it to: Feedback Team

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae Pencoed Bridgend CF35 5LJ

**We will acknowledge your form within 5 working days of receipt.**