

Complaint form

Code of Conduct



**Ombwdsmon
Ombudsman**
Cymru · Wales

Mae'r ffurflen hon hefyd ar gael yn y Gymraeg. This form is also available in Welsh.

We welcome complaints in Welsh. Submitting a complaint in Welsh will not lead to a delay.

Please use black ink if possible and fill in your name in BLOCK CAPITALS.

A Your details

Title and name

Address and postcode

Email*

Daytime contact number

Mobile number

How would you prefer us to contact you?

Email

Post

Phone

Please choose your preferred language for communicating with us.

English

Welsh

Other - please specify:

*Email provides a quick and efficient means of communication, but you should be aware that there is always a small risk of messages being intercepted. As a precaution, we will send sensitive or confidential information to you via encrypted Microsoft 365 email. More details can be found on our website.

Sometimes we receive complaints we cannot look at. People can be unhappy when we have to tell them this. To avoid disappointment, before submitting your complaint, it is helpful if you can think about how the member you are complaining about has breached the Code of Conduct. [Find out more about the Code of Conduct on 'Information for Councillors' page on our website](#). We also recommend that you read the following factsheets on our website:

- [Find more general information](#)
- [Learn more about what we do when we get your complaint](#)
- [Learn more about how we assess public interest](#)

It is important to provide as much direct evidence as possible in support of any complaint, as well as the names and contact details of any witnesses relevant to your complaint.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B.

B**Making a complaint on behalf of someone else: their details**

Their name in full

Address and postcode

What is your relationship to them?

Why are you making a complaint on their behalf?

Email

Daytime contact number

Mobile number

Authorisation

If you are complaining on behalf of someone else, they must sign here if they are able to. If they are not able to, please explain why.

You should also provide them with a copy of the Privacy Notice for Complainants & Representatives, to ensure that they understand the way in which their personal information will be processed. We will assume that you have provided them with the notice. [See the Privacy Notice for Complainants and Representatives on our website.](#)

I authorise the above listed person (section A) to act on my behalf in submitting a complaint to the Public Services Ombudsman for Wales. I understand that this may mean that my representative will be able to access my personal or sensitive personal information obtained for one of these purposes.

Their signature

Date

C**Who are you complaining about?**

Name of the member you consider has broken the Code of Conduct. If your complaint is about more than one member, you will need to submit a separate complaint form for each.

Name of the authority.

Explain how the individual has breached the Code of Conduct. Please say which or refer to the paragraphs of the “Code” you think the member has breached. Please also include the names and contact details of any witnesses relevant to your complaint.

Supporting Documents

When submitting a complaint to us that a member has breached the Code of Conduct, it is crucial to provide as much direct evidence as possible in support of any complaint.

D**Meeting your needs**

Please let us know if you need us to adapt the way we communicate with you. If anything makes it difficult for you to use our service, for example, if you have a disability, please explain in the section below.

We will consider whether your request is reasonable and appropriate in the circumstances. This is because we need to use public money carefully.

If you do not require any help, please leave this section blank.

I wish for the Public Services Ombudsman for Wales to consider my complaint. I understand that my complaint form and all material supplied with it (including my identity) will be disclosed in full to the member who I am making a complaint against and that this information may become public knowledge. This information will also usually be disclosed to the Monitoring Officer and Clerk (where applicable) of the appropriate Council.

I understand that I may be required to give spoken evidence in public in support of my complaint to the authority's standards committee, or any case tribunal which may be appointed to consider any report which the Ombudsman may issue if a decision is taken to investigate my complaint.

Signature

Date

When considering your complaint, the Public Services Ombudsman for Wales will process your personal information. Further information about how we process your personal information is available in the Privacy Notice for Complainants & Representatives. [See the Privacy Notice on our website.](#)

Please print out this form and send it to:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

If you have any questions, call us:
0300 790 0203 (local call rate).