

Request a review of a decision we have made



**Ombwdsmon
Ombudsman**
Cymru · Wales

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

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.

Contact number

Ombudsman's case reference number (s) if known

B If you are requesting a review 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?

If they can, they should sign here to confirm that they support your action in making this request / complaint

Their signature

Read the following before completing the next section.

- Make sure you have fully read the case officer's decision letter before deciding to make a review request.
- A review won't re-assess your complaint. A review will focus on the reasons the case officer set out in their decision letter to you. You will need to explain why the case officer did not consider your complaint properly.
- Do not simply repeat your complaint or concerns. If you do, we may not consider your review request. You need to say why you have grounds to ask us to look at the case again.
- Do not re-send information or documents you have already sent.

Your request for a review of a decision by the Ombudsman

What was the date of our decision?

If it was more than 4 weeks ago, please explain why your request has been delayed. We are not able to accept requests later than 4 weeks unless we agree you have exceptional reasons.

Why do you think we have not properly considered your complaint?

Remember: we will not be able to look at your review request if you simply disagree with our decision.

When you have completed this form:

Print and send it to:

Review 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.