



Complaint Form

**To: The Public Services Ombudsman
10 Governor's Lane
Gibraltar**

Dear Sir

I would be grateful if you would consider and investigate my complaint. The relevant details are as follows.

Section 1 – Complainant

Title: Telephone:

First name: Mobile:

Surname: Email:

Address: Fax:

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Section 2 – Background

1. (a) Which entity are you complaining about?
- (b) When did your grievance first come to your attention?
2. Have you complained to the entity concerned? Yes No (please tick)
3. When did you first put your complaint (*date*) to the body concerned?
- 3 (a) Has the entity responded to your complaint? Yes No (please tick)

If the answer is No please complete the next question below.

- (b) When did you last complain directly to the entity?

Note: Before you make a complaint to us, you must complain directly to the entity concerned. Your complaint can be in writing or verbal. If you are unhappy with their response, you may then bring your complaint to us.

Section 3: Description of Complaint

What do you wish to complain about? Please tell us:

- **Background of Complaint**
- **What do you think the public body failed to do and how could they put things right?**

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(Please use separate sheet if required)

To support your case, please provide us with copies of correspondence including photos if available, with the entity concerned (if applicable). Include any other documents that you think may be of help to us.

Signed: _____

Date: _____

What the organisation or person did when you complained to them, and why you don't think that was good enough.
The ombudsman will need you to have complained directly to the organisation before coming to him. Saying what they did (or didn't) do about it helps to explain why you are still not happy.

What happened, and when.
Setting out exactly what happened and when, can help the ombudsman find out whether your problem was dealt with correctly. It might help to include a chronology - a list of dates and the events that took place - especially if your complaint took a long time. This makes it easier for the ombudsman to see if the organisation's version of events agrees with yours and to spot any mistakes they may have made.

If you are planning to take the problem to court, or to sue the organisation or person involved.
Ombudsmen are not allowed to look at problems which are going to be taken to court, so you should tell them if this is the case.

It is also important to include any documents which relate to your complaint. These could be letters to and from the organisation or person you are complaining about, records (such as school records or medical records), bills and bank statements or anything else you think is important. Make sure you send the originals if you have them. If you can't supply certain information, say why.

An Ombudsman can't ask the organisation you are complaining about to hand over documents until he has decided to investigate the case, so the more information you can provide, the quicker and easier it is for him to decide.