

Please use this form to:



- talk or complain about our service or



- ask us to look again at what we decided



Please let us know if you need help to fill in this form.



Part A

About you



Your name:



Your address:



Email:



We will normally contact you by email.



Phone number:



Ombudsman case number:



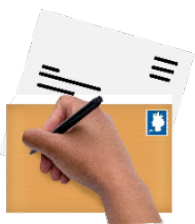
Part B

**Are you completing the form for
someone else?**

Please put their details here:





Their name:



Address:



How do you know them?

	<p>Why are you making a complaint for them?</p>
	<p>Sign here if:</p> <ul style="list-style-type: none">• you want to complain• you are happy someone has completed the form for you
	<p>Sign:</p>



Part C

what do you want to tell us?



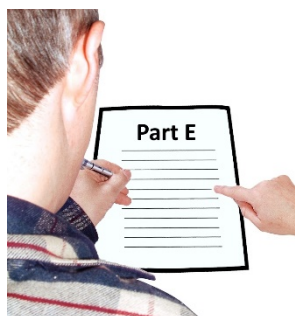
Do you want to say something about the
Ombudsman's work?



Please fill in **part D**



Do you want us to look again at what the
Ombudsman decided about another
public service?



Please fill in **part E**



Part D

This is about what you want to say about the Ombudsman's work



What is your complaint about?





Has this made you suffer?

Please say how:



When did this happen?



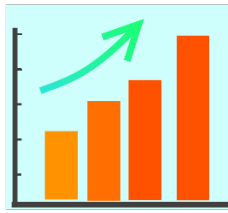


Have you tried to put this right yourself?



Who did you deal with?





How can we put things right or make our service better?





Part E

This is about why you want the Ombudsman to look at a decision again



What is the decision you want the Ombudsman to look at again?



What new information do you have to tell us?





**What don't you think the Ombudsman
looked at properly?**

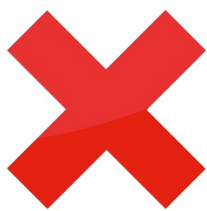


Please say clearly what it was for every
point you make





If you have any papers that help us understand your case, please send them with this form.



We will not always do a review just because you don't agree with what the Ombudsman decided



Part F

List any papers or extra information you send to us here:





You can email this form to us:

Feedback@ombudsman-wales.org.uk



Or post it to:

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



You can Fax it on:

01656 641199

**If you need to speak to someone our
number is:**

01656 641161