

Request a review of a decision we have made or comment on or complain 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?	

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

Their signature	
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Section C How to complete this form

Do you want to ask us to review a decision by the Ombudsman about a complaint involving another public body?

YES

Complete sections D and F

Do you want to comment or complain about the standard of service you have received from us?

YES

Complete sections E and F

Section D Your request for a review of a decision by the Ombudsman

What was the date of our decision?

If it was more than 20 working days ago, please explain why your review request has been delayed.

What do you want the review to look at?

What new evidence do you have?

What evidence do you think we have not taken into account and how do you think it affected our decision? Continue on a separate sheet if necessary.

You will need to provide this for each aspect of your review request.

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

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

Section E Your comment or complaint about the service provided by the Ombudsman

What is your comment or 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 comment or complaint, please submit them with this form.

Section F 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

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.