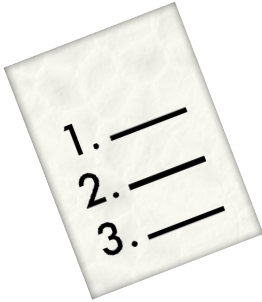




**Ombwdsmon
Ombudsman**
Cymru • Wales



**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.

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



Part A

About you



Your name:



Your address:



Email:



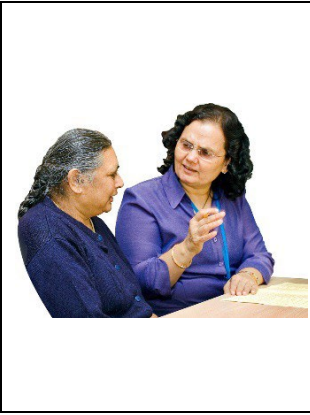
We will normally contact you by email.



Phone number:



Ombudsman case number:



Part B

Are you completing the form for someone else?

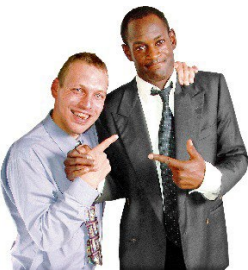
Please put their details here:



Their name:



Address:



How do you know them?



Why are you making a complaint for them?



Sign here if:

- **you want to complain**
- **you are happy someone has completed the form for you**

Sign:



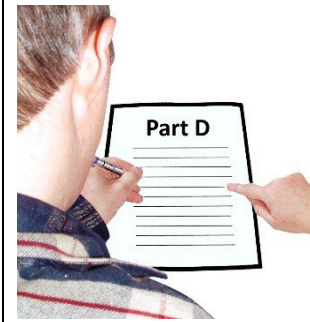
Part C

what do you want to tell us?



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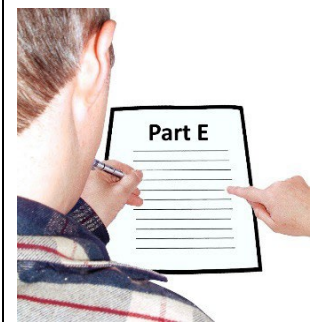
Do you want to say something about the
Ombudsman's work?



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**



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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?



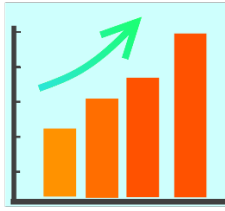


Have you tried to put this right yourself?



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?



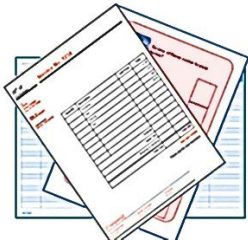


What don't you think the Ombudsman looked at properly?



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

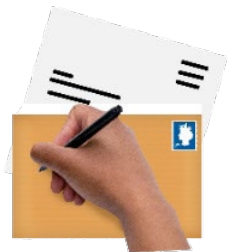
List any papers or extra information you send to us here:





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



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

0300 790 0203