

From council customer to Ombudsman

Complaint (including request for Ombudsman to exercise power to investigate early)

[Your address]

[Your telephone number]

[Your email address]

[Date]

[Insert Ombudsman's address:]

[If you live in England:]

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

[If you live in Wales:]

Public Services Ombudsman for Wales

1 Ffordd Yr Hen Gae

Pencoed

Pen-y-Bont ar Ogwr

CF35 5LJ

By [first class post / email to: [insert email address]]

Dear Sir/Madam

Re: Complaint about [insert name of council]

Request for Ombudsman to investigate complaint before Council's formal complaints procedure is exhausted

I write to ask if the Ombudsman could investigate the following complaint. I enclose your complaint form, which I have completed.

I also enclose a copy of my original complaint to the Council dated [insert date].

Unfortunately, the Council have not responded fully to my complaint within the timescale, set out in their complaint policy.



I would therefore like the Ombudsman to exercise its discretion to investigate my complaint even though the Council have not responded fully to my complaint. I am asking this because:

[Explain your reasons. Examples are given below]

- *[eg The Council has failed to make a decision on the complaint within the timescale in their Complaints Policy]*
- *[eg My complaint is urgent, because I am at imminent risk of homelessness. My landlord is threatening to evict me because of rent arrears that have been exacerbated by how the Council has dealt with my housing benefit claim].*

I would ask you to note that I am unable to exercise a legal remedy because of my financial and personal circumstances.

[Include the following paragraph if you have instructed a legal advisor or have a representative:]

The following person is my representative. Please copy all correspondence in this matter to them:

Name: [name]
Organisation: [name of organisation]
Address: [full postal address]
Postcode: [postcode]
Telephone no: [number]
E-mail address: [email address]

Thank you for your help.

Yours faithfully

[Your name]

Copy: *[Insert name & job title of any person you want to forward of copy of this letter to, eg support worker, homelessness officer, legal advisor, councillor, landlord etc.]*

