

**From landlord to Ombudsman  
Complaint**

[Your address]

[Your telephone number]

[Your e-mail 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 [name of council] Council**

I write to ask if the Ombudsman could investigate the following complaint.

I enclose:

- Your complaint form, which I have completed.
- A copy of my original complaint to [name of council] Council dated [date].
- *[Insert the following if the Council has determined your complaint:]* A copy of the Council's decision on my complaint.

*[OR, insert the following if the Council have not made a decision on your complaint, but have exceeded the time limit in their published policy for determining complaints:]*



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

I look forward to hearing from you.

Yours faithfully

[Your name]

Enc: Complaint form  
Letter[s] dated [dates]

