



**2c How has it affected you?**

(Describe how you have suffered or your interests have been affected)

---

---

---

---

**2d What would you regard as a reasonable remedy to your complaint?**

---

---

**2e On or about what date did the action complained of occur?**

---

**2f If there has been a delay in telling us of your complaint, please state why.**

---

---

**SECTION 3 – Have you complained to the Organisation concerned?**

**EITHER:** Yes, I have complained  (tick box)  
(if possible, attach a copy of the complaint and the response you received.)  
**OR:** No, I have not complained because ... (give reason)

---

---

(Before making a decision to investigate, the Ombudsman usually expects complaints to have been put to the body concerned, or to any adjudicator appointed by them, so that they have an opportunity to consider the complaint and offer a remedy.)

**SECTION 4 – Declaration**

**Please sign the statement below**

I claim to have suffered injustice as a result of maladministration by the organisation complained against and wish the Ombudsman to carry out an investigation.

**Signed** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Where to send this completed form**

**Complaints against government departments.**

If your complaint is against a government department (see The bodies within the Assembly Ombudsman’s jurisdiction) it MUST be referred to the Ombudsman by a Member of The Assembly. You should therefore send this form to your chosen Member of The Assembly asking him/her to refer your complaint to the Ombudsman.

**Complaints against other Public Bodies.**

If your complaint is against a public body (see The bodies within the Commissioner for Complaints’ jurisdiction) you should send this form to:

**The Ombudsman  
Freepost BEL 1478  
Belfast  
BT1 6BR**