

## **Local Government and Social Care Ombudsman Service complaints form**

**This form is only for complaints about our service.**

We take complaints about our service very seriously.

Our customer service complaints leaflet tells you how we will consider complaints about the service we deliver.

If you are unhappy with the service you have received from us, use this form to let us know.

Where you are not satisfied with our decision on your complaint, we have a different process for considering this: our leaflet "Your complaint, our decision" explains how we reach our decisions and the circumstances in which you may ask us for a review. Please see our website ([www.lgo.org.uk](http://www.lgo.org.uk)) or contact us for a copy of this leaflet. If you are unsure which process to use, please ask us.

**If you need help with this form, or you would like it in a different language or format (such as large print or Braille) please contact us.**

## Your contact details

Full name: .....

Address: .....

Postcode: .....

Daytime phone number(s):.....

Email address: .....

LGSCO Reference number:.....

### Section 1 – What aspects of our service are you unhappy about?

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### Section 2 – Please tell us what we can do to put things right.

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## **Sending your request**

Please email this form to the investigator or member of staff with whom you have been in contact, or post it to: Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH