Form for complaining to the Ombudsman

SECTION 1 – About You

Surname: | **Title:**

Forename(s):

Address: | **Telephone**

Daytime:

Postcode: | **Evening:**

SECTION 2 – About Your Complaint

2a. Which government department / public body do you wish to complain about?

(Give the name(s) of the organisation(s))

2b. What do you wish to complain about?

(Outline the background to the complaint and give a brief description of what you think the organisation failed to do, or did wrongly. If there is not enough space here, please continue your comments on a separate piece of paper and attach it to the form. Enclose copies of the relevant letters you have written to the organisation, their responses and any other information you think appropriate. If it is difficult for you to photocopy documents, send the originals and ask the Ombudsman's office to copy them and return the originals to you.)

2c. How has it affected you?
(Describe how you have suffered or you 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)

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 Parliament. 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

THE BODIES WITHIN THE ASSEMBLY OMBUDSMAN'S JURISDICTION

These are the organisations I can investigate and which require a complaint to be referred to me by an MP.

Northern Ireland Government Departments

Department of Agriculture and Rural Development
Department of Culture, Arts and Leisure
Department of Education
Department for Employment and Learning
Department of Enterprise, Trade and Investment
Department of the Environment
Department of Finance and Personnel
Department of Health, Social Services and Public Safety
Department for Regional Development
Department for Social Development
Office of the First Minister and Deputy First Minister

Government Agencies

Business Development Service
Child Support Agency
Construction Service
Driver and Vehicle Licensing Northern Ireland
Driver and Vehicle Testing Agency
Environment and Heritage Service
Procurement Service
Health Estates Agency
Land Registers
Ordnance Survey
Planning Service
Public Record Office
Rate Collection Agency
Rivers Agency
Roads Service
Social Security Agency
Statistics and Research Agency
Valuation and Lands Agency
Water Service

Other Organisations

An Implementation body to which the North/South Co-operation (Implementation Bodies) (NI) Order 1999 applies:

Waterways Ireland
Food Safety Promotion Board
Trade and Business Development Body
Special European Union Programmes Body
Foras na Gaeilge
Ulster-Scots Agency
Loughs Agency
Civil Service Commissioners
General Register Office
Office for the Regulation of Electricity and Gas
Registry of Companies, Credit Unions and Industrial and Provident Societies
Registry of Deeds

Tribunals (Administrative functions only)

Child Support
Compensation for Loss of Employment through Civil Unrest
Disability Appeal
Fair Employment
Industrial
Industrial Court
Lands
Planning Appeals Commission
Provision of General Medical Services List
Medical Appeal
Mental Health Review
Registered Homes
Rent Assessment Committee
Social Security Appeal
Vaccine Damage
Water Appeals Commission

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THE BODIES WITHIN THE COMMISSIONER FOR COMPLAINTS' JURISDICTION

These are the organisations I can investigate for which a complaint can be sent direct me.

Local Councils
District Council, a joint committee appointed by two or more district councils for a purpose in which those councils are jointly interested, and any committee or sub-committee of a district or joint committee:

Antrim Borough Council
Ards Borough Council
Armagh City & District Council
Ballymena Borough Council
Ballymoney Borough Council
Banbridge District Council
Belfast City Council
Carrickfergus Borough Council
Castlereagh Borough Council
Coleraine Borough Council
Cookstown District Council
Craigavon Borough Council
Derry City Council
Down District Council
Dungannon & South Tyrone Borough Council
Fermanagh District Council
Larne Borough Council
Limavady Borough Council
Lisburn City Council
Magherafelt District Council
Moyle District Council
Newry and Mourne District Council
Newtownabbey Borough Council
North Down Borough Council
Omagh District Council
Strabane District Council

Education and Library Boards

Belfast Education & Library Board
North Eastern Education & Library Board
South Eastern Education & Library Board
Southern Education & Library Board
Western Education & Library Board

Harbour Authority within the meaning of the Harbours Act (Northern Ireland) 1970

Belfast Harbour Commissioners
Coleraine Harbour Commissioners
Londonderry Port and Harbour Commissioners
Warrenpoint Harbour Authority

Health and Social Services Boards

Eastern Health & Social Services Board
Northern Health and Social Services Board
Southern Health and Social Services Board
Western Health & Social Services Board

Health and Social Services Councils

Eastern Health & Social Services Council
Northern Health & Social Services Council
Southern Health & Social Services Council
Western Health & Social Services Council

Health and Social Services Trusts

Altnagelvin Area Hospital Trust
Armagh & Dungannon Trust
Belfast City Hospital Trust
Causeway Trust
Mater Hospital Trust
Newry & Mourne Trust
North & West Belfast Trust
NI Ambulance Service

Craigavon & Banbridge Community Trust
Craigavon Area Hospital Group Trust
Down Lisburn Trust
Foyle Trust
Green Park Healthcare Trust
Homefirst Community Trust
Royal Group of Hospitals & Dental Hospital Trust
South & East Belfast Trust
Sperrin Lakeland Trust
Ulster Community & Hospitals Trust
United Hospitals Trust

Special Health and Social Services Agencies

Guardian Ad Litem Agency
NI Blood Transfusion Service
NI Health Promotion Agency
NI Regional Medical Physics Agency

Housing

Housing Executive

Registered Housing Associations

Abbeyfield Northern Ireland Development Society Ltd
Abode Housing Association Ltd
Ark Housing Association (NI) Ltd
Ballynafeigh Housing Association Ltd
Belfast Community Housing Association Ltd
BIH Housing Association Ltd
Broadway Housing Association Ltd
Choice Housing Association Ltd
Clanmil Housing Association Ltd
Clonard Housing Association Ltd
Connswater Housing Association Ltd
Coral Crescent Housing Association Ltd
Corinthian Housing Association Ltd
Covenanter Residential Association Ltd
Craigowen Housing Association Ltd
Donacloney Housing Association Ltd
Dungannon & District Housing Association Ltd
Filor Housing Association Ltd
Flax Housing Association Ltd
Fold Housing Association Ltd
Gosford Housing Association (Armagh) Ltd
Grove Housing Association Ltd
Habinteg Housing Association (Ulster) Ltd
HEARTH
Larne & District Housing Association Ltd
Newington Housing Association (1975) Ltd
Northern Ireland Co-Ownership Housing Association Ltd
North & West Housing Ltd
Oaklee Housing Association Ltd
Open Door Housing Association (Northern Ireland) Ltd
Presbyterian Housing Association (NI) Ltd
Rural Housing Association Ltd
SHAC
South Ulster Housing Association Ltd
St Matthews Housing Association Ltd
Triangle Housing Association Ltd
Ulidia Housing Association Ltd
Wesley Housing Association Ltd
Woodvale & Shankill Housing Association Ltd

Other Public Bodies

Agriculture Research Institute
Arts Council
Board of Trustees of National Museums and Galleries of NI
Central Services Agency
Commissioner for Children and Young People for Northern Ireland
Community Relations Council
Council for Catholic Maintained Schools
Council for the Curriculum, Examinations and Assessment
Council for Postgraduate Medical and Dental Education

District Policing Partnerships
Enterprise Ulster
Equality Commission
Family health services in the National Health Service where provided by doctors, dentists, pharmacists and optometrists (ophthalmic opticians) - with effect from 1 December 1997
Fire Authority for Northern Ireland
Fisheries Conservancy Board
Fishery Harbour Authority
General Consumer Council for Northern Ireland
Health and Safety Executive
Industrial Training Boards
Labour Relations Agency
Laganside Corporation
Livestock and Meat Commission
Invest Northern Ireland
Local Government Officers'
Superannuation Committee
Local Government Staff Commission
Mental Health Commission
Museums Council
Northern Ireland Practice & Education
Council for Nursing & Midwifery
Northern Ireland Social Care Council
New town commissions established under the New Towns Acts (Northern Ireland) 1965 to 1968 and any of their committees or sub-committees
Office of the Certification Officer
Rural Development Council
Sports Council
Staff Commission for Education and Library Boards
Tourist Board
Ulster Sheltered Employment Limited
Youth Council for Northern Ireland

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