

# Form for complaining to the Ombudsman

Please complete in Capital Letters and in Ink

## 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 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)**

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

### Education and Library Boards

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

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

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

### Health and Social Services Boards

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

### Health and Social Services Councils

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

### Health and Social Services Trusts

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