[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]