



Complaint Form

This form is intended to help you to give the details that are necessary when lodging a complaint. We need specific information from you so that we can deal with your complaint.

You are free not to use this form so long that you provide the details indicated herein.

Complainants are required to sign their complaint, include any relevant documentation and send it to:

The Ombudsman
Office of the Ombudsman
11, St Paul Street
Valletta VLT1210

All complaints are to be addressed to the Ombudsman who will then assign them for investigation to the specialised Commissioners where applicable.

If the complainant may need more space in the respective sections, complainants may use additional sheets.

1. Personal Details	
First Name	
Surname	
ID Card Number	
On behalf of (if applicable)	
Address	
Home Tel	
Mobile	
Email	

2. Brief description of your complaint

3. Which government department, agency, organisation or service do you wish to complain about?

Note: The list of persons and public bodies, as well as, matters which are subject to investigation by the Ombudsman may be found in the FAQ section on our website.

4. Please provide information about your case and the decision, action or omission by the body mentioned above and about which you are submitting this complaint.

Note: The Ombudsman Act, provides that the Ombudsman shall not investigate a grievance if the complainant first had knowledge of the matter complained about for more than six months. The Ombudsman may, however, conduct an investigation on a complaint not made within this period if he considers that there are special circumstances which make it proper for him to do so. The Ombudsman Act further provides that the complaint will not be entertained unless complainant has sufficient personal interest in the matter complained of.

5. When did your grievance first come to your attention?

6. Have you already taken any steps to try to resolve your problem or asked for a review/reconsideration or appeal against the decision which you considered unfair?

Yes No

7. If the answer to question 6, is in the affirmative, please give details on the action taken. (attach relevant documentation)

8. Why do think the public body treated you unfairly or infringed upon your rights?

9. What results do you hope to achieve with your complaint to put things right and resolve the dispute?

10. Authorisation

I wish the Ombudsman to investigate my complaint and I consent to the obtaining of all relevant papers for the purposes of investigating the complaint under the Ombudsman Act.

Were a complaint involves medical or health care, this consent will include access by the Ombudsman to personal medical data held by Government as is indicated in the investigation. (Delete if inapplicable)

Signature

Date

Persons who find it difficult or are unable to write their complaint may either phone the Public Relations Officer (PRO) of the Office or call at the Office of the Ombudsman to meet the PRO in person for advice and assistance.

The Office of the Ombudsman is open to the public as follows:

October – May 08:30 – 12:00
 13:30 – 15:00

June – September 08:30 – 12:30

In line with the policy of the institution to adopt an informal attitude to complaint resolution, it is not necessary for complainants to resort to the services of a professional person (such as a lawyer), a trade union representative, a Mayor or a local councillor in order to lodge a complaint with the Ombudsman. Complaints that reach the Ombudsman through the intervention of any such person will still receive the same treatment as any other grievance. The service provided by the Ombudsman is completely free of charge.

The Office of the Ombudsman
11, St Paul Street
Valletta
VLT1210

Tel: +356 2248 3200 Fax: +356 2124 7924

For general enquiries: office@ombudsman.org.mt

For public relations enquiries: pro@ombudsman.org.mt

www.ombudsman.org.mt