

Complaint form:

Use this form to make a complaint about a service provided by a Government department or other public organisation.

Before we can help you with your complaint

You will need to:

- have already complained to the organisation you are unhappy with
- have a final response from the organisation that has addressed all the concerns you raised with them.

Once all your concerns are addressed, if you are still not happy, then you can complain to us.

We may not be able to help you if:

- your complaint is over 12 months old
- you are taking legal action
- the organisation's final response has not addressed all the issues you raised - for help with this phone us on 0345 015 4033 or visit our website for advice on how to make a complaint: www.ombudsman.org.uk/complainforchange.

When you make a complaint, we will need you to:

- tell us when the problem happened and the date you complained
- give us your contact information, including an email address if you have one
- get your MP to sign this form - we cannot look at your complaint unless an MP asks us to.

Please answer all questions fully and avoid using 'see attached' as a comment. We will use this form to do our initial checks and if you do not give enough information, we may not be able to consider your complaint.

Please use this form to tell us about your complaint so we can see if we are able to help you. If you are not sure about something, or have difficulties filling in this form, just phone us on 0345 015 4033 or visit our website <https://www.ombudsman.org.uk/making-complaint/complain-us-getting-started/filling-our-complaint-form>

Have you read and understood our 'What we can and can't help with' page on our website?

Please tick this box to confirm you have done this: ☒

If you cannot access this, please tick the box here: ☐

Section 1: About you

Have you used our service or contacted us before?

☐ Yes

☒ No

(This is so we can link our records)

If you have been given a reference number by us, please enter it here:

(The format of your PHSO reference is usually a letter followed by seven numbers. For example, C1234567 or C-1234567)

Your contact details

Please fill in your details even if you are complaining on behalf of someone else.

Title	Ms.						
First name	Nadia						
Last name	Zahmoul						
Address line 1	35, Queensgate Gardens						
Address line 2	Flat 7						
County	London				Country	UK	
Postcode	S	W	7	5	R	R	
Daytime phone number	079 1332 8615						
Alternative number (optional)							
Email address	Nadia@rosekross.com						

How would you like us to contact you?

☐ Phone

☒ Email

☐ Post

There will be times when we need to send you documents.

How would you like to receive them?

☒ Email

☐ Post

Making reasonable adjustments for people with a disability, health condition or other condition is an essential part of PHSO's commitment to inclusion and wellbeing. If you have an adjustment you would like us to consider (for example providing documents in large print or an easy read format) please let us know below.

I respectfully request reasonable adjustments due to autism, PTSD, and an auto-immune disorder (Sjögren syndrome). My information processing style is analytical. I prefer communication that is direct and transparent. Vague, contradictory, or unclear language can be distressing. For example, I find the innuendo and ambiguous communication of the court room very stressful. I tend to create internal rules to make sense of the world. This makes ambiguity or contradiction difficult to process, creating a sense of distress and, in some cases, contributing to breakdowns.

I need structure and clarity, and I thrive when expectations are clearly defined.

I would be grateful if all communication could be provided clearly in writing by email, and additional time to respond where necessary.

Are you the person affected by the issues in the complaint? ☒ Yes ☐ No

If no, please provide the details of the person affected below:

Their title							
Their first name							
Their last name							
Address line 1							
Address line 2							
County					Country		
Postcode							
Their daytime phone number							
Alternative number (optional)							
Their email address							

If you are complaining for someone who cannot complain for themselves, for example, they do not have capacity or have died, we must make sure you are the right person to make a complaint. Please fill in the section below.

What is your relationship to them?

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Why can't they make the complaint themselves?

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Please note: If you are helping someone to complain (we call this acting as a representative), we would normally need their consent for this. We ask for you to provide this consent later in this form.

This consent does not give you the absolute right to access all sensitive personal information relating to the complaint. We may ask for consent again during the complaints process if you need to make an information request on behalf of the person complaining.

Section 2: About your complaint

Who are you complaining about?

What is the name and address of the organisation(s) you are complaining about?

Organisation: **Ministry of Justice (MoJ) and HM Courts & Tribunals Service (HMCTS)**

Address: 102 Petty France, London SW1H 9AJ

The complaint concerns systemic administrative and equality-law failures by the Ministry of Justice and its executive agency, HM Courts & Tribunals Service, in connection with the handling of my family court case (CA-2024-001342 / BV20D01752).

Are you complaining about a particular person? Please give their name if you know it.

No

When did it happen?

For complaints about a UK government department or another UK public organisation, the law says that you should complain to your MP within a year of becoming aware of the problem. Your MP must then refer your complaint to us.

Depending on the circumstances, we may decide to still consider a complaint outside of this if we have good reasons to do so. Please phone us on 0345 015 4033 if you have any questions about this.

When did the problem you want to complain about happen? (If you cannot remember the exact date, you can give us an estimate.)

Start date: 29/02/2024	The problem began in February 2024 , when the Family Court failed to maintain the participation measures ordered under FPR Part 3A during and after my trial (case BV20D01752). Further procedural and equality-law failures occurred between March and May 2024 in connection with the judgments dated 18 April 2024 and 24 May 2024 , and continued throughout 2025 due to ongoing non-response and deflection by the Ministry of Justice and HM Courts & Tribunals Service. The matter is ongoing and unresolved as of November 2025 .
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(dd/mm/yyyy)

When did you become aware of the problem?

6 March 2024	I became aware of the problem on 6 March 2024, when the Part 3A participation measures previously in place for autism and PTSD during my trial were abruptly revoked without notice, hearing, or opportunity to be heard. The written judgment handed down on 18 April 2024 then revealed serious irregularities: it omitted all references to my autism and PTSD, contained material omissions and unsubstantiated findings, and was significantly inconsistent with the oral record.
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	From May 2024 onwards, a pattern of maladministration and non-engagement by the Ministry of Justice and HM Courts & Tribunals Service became evident, as all formal correspondence and complaints were ignored or deflected. These issues remain ongoing and unresolved.
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(dd/mm/yyyy)

When did you complain in writing to an MP?

10/04/2024	I first raised the matter in writing on 10 April 2024 , when I wrote to my then MP, Secretary of State for Justice, Alex Chalk KC MP , outlining serious concerns about unfair proceedings, discrimination, and unequal access to justice . I subsequently contacted my current MP, Joe Powell , in January 2025 to seek his assistance, and again in November 2025 to request his formal referral of my complaint to the Parliamentary and Health Service Ombudsman .
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(dd/mm/yyyy)

When did you complain to the organisation?

Feb 2024	I first complained to the organisation in February 2024 , immediately after the conclusion of the trial, when the Part 3A participation measures for my autism and PTSD were revoked without notice or hearing . I submitted further written complaints and escalation letters to the Ministry of Justice (MoJ) and HM Courts & Tribunals Service (HMCTS) on 20, 21, 28, 29, and 31 October 2025 , all of which went unanswered. These complaints raised issues of maladministration, discrimination, and procedural unfairness , which remain unresolved.
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(dd/mm/yyyy)

If you have not been able to complain to your MP within a year of becoming aware of the problem, please tell us why you did not complain sooner.

Please explain the reason for any delay including:

- a delay before you first made the complaint to the organisation.
- a delay before you replied to the organisation after they first responded.
- a delay before you complained to your MP.

The delay in escalating my complaint to my MP was due to a combination of **serious health deterioration** and **procedural obstruction** by the courts and the Ministry of Justice (MoJ). I have **autism, PTSD, and Sjögren's syndrome**, and following the unlawful revocation of my participation measures in March 2024, my mental health declined sharply. I experienced two hospitalisations and came under the care of the **Home Crisis and Treatment Team**, which made it extremely difficult to self-advocate.

During this period, I continued to write to the **MoJ** and **HMCTS**, but my correspondence was either ignored or deflected as “judicial matters.” This created confusion as to the appropriate escalation route and prolonged the process.

Once my health stabilised sufficiently, I contacted my current MP, **Joe Powell**, in **January 2025**, and again in **November 2025** to request his formal referral to the Parliamentary and Health Service Ombudsman. The delay was therefore due to **exceptional health-related circumstances** and **institutional non-engagement**, not inaction on my part.

The details of your complaint

Please summarise your complaint

Using the boxes below, briefly tell us what you are complaining about.

Please avoid using ‘see attached’ as a comment or leaving the section blank.

What did the organisation do wrong?

The **Ministry of Justice (MoJ)** and **HM Courts & Tribunals Service (HMCTS)** failed in their statutory and ministerial duties to ensure equal participation, fairness, and accessibility during and after my family court proceedings (**case numbers CA-2024-001342 / BV20D01752**).

Specifically, after recognising me as a vulnerable litigant with **autism and PTSD**, the court granted **participation measures under Family Procedure Rules Part 3A** for the February 2024 trial. However, these measures were **revoked immediately after the trial without notice, hearing, or review**, in breach of FPR Part 3A and against medical recommendations.

As a result, my mental health spiraled down, and I was unable to participate in post-trial proceedings (drafting orders, costs submissions, appeal preparation). The written judgments—dated **18 April 2024**, **24 May 2024**, and **8 May 2025**—**mischaracterised my autism-related communication as “obsessive” and irrational behaviour**, omitted all references to my disabilities, and made cost orders against me for “disruptive behaviour” in

the court room, a finding that is unsubstantiated by the oral evidence and which never occurred.

When I raised these breaches with the **MoJ** and **HMCTS** through multiple formal letters and escalation notices (**20–31 October 2025**), my correspondence was either ignored or misclassified as a judicial matter. This persistent **deflection and silence** amounts to **maladministration, discrimination, and breach of the Public Sector Equality Duty under Section 149 of the Equality Act 2010**, denying me a fair process and any route to remedy.

Does your complaint relate to the victims' code?

☐ Yes ☒ No

Which part of the victims' code does your complaint relate to?

Please tick all the relevant Victims' Rights or 'Unsure'

- ☐ To be able to understand and be understood
- ☐ To have all the details of the crime recorded without unjustified delay
- ☐ To be provided with information when reporting the crime
- ☐ To be referred to services that support victims and have services and support tailored to your needs
- ☐ To be provided with information about the investigation and prosecution
- ☐ To make a Victim Personal Statement
- ☐ To be given information about the trial process and your role as a witness
- ☐ To be given information about the outcome of the case and any appeals
- ☐ To be paid expenses and have any property returned
- ☐ To be given information about the offender following a conviction
- ☐ To make a complaint about your Rights not being met
- ☒ Unsure

Do you (and/or the person directly affected by the issues of the complaint) consider yourself a victim of crime in relation to the complaint?

☐ Yes ☒ No

Please name any individuals that you would like to complain about.

This complaint does not relate to being a victim of crime. It concerns **maladministration, discrimination, and procedural unfairness** by public authorities — specifically the **Ministry of Justice (MoJ)** and **HM Courts & Tribunals Service (HMCTS)** — in the handling of my family court case. The issues arise from **breaches of the Equality Act 2010, Family Procedure Rules Part 3A, and Article 6 ECHR**, not from a criminal offence.

Why are you still unhappy?

I remain deeply unhappy because, despite almost two years of written correspondence and formal complaints, the **Ministry of Justice (MoJ)** and **HM Courts & Tribunals Service (HMCTS)** have failed to investigate or remedy the serious acts of maladministration, discrimination, and procedural unfairness in my case.

The Court unlawfully revoked my autism and PTSD participation measures without notice, hearing, or review, and the written judgments that followed contained material omissions, disability discrimination, suppression of material evidence, and mischaracterisations about my presentation which are inconsistent with the oral evidence. My equality and accessibility complaints were repeatedly misclassified as “judicial matters,” preventing any administrative or ministerial scrutiny.

These ongoing failures breach the **Equality Act 2010 (Public Sector Equality Duty)**, **FPR Part 3A**, and **Article 6 ECHR**, and have had devastating consequences on my health. I have been hospitalised twice and remain under the care of the **Home Crisis and Treatment Team**. I am now unable to self-advocate effectively and have been left without any route to remedy or accountability.

I am unhappy because the MoJ and HMCTS continue to ignore their legal and ministerial responsibilities, causing continuing harm to a disabled individual and undermining public confidence in the fairness and accessibility of the justice system.

Did the organisation fail to answer any of the issues you raised in your complaint?

☒ Yes

☐ No

If yes, please tell us what issues in your complaint the organisation failed to answer. We understand you may not be happy with the answers to your complaint, but we need to know if the final response missed anything you raised in your complaint. Depending on what points are not answered, we may ask you to go back to the organisation and raise them again.

The Ministry of Justice (MoJ) and HM Courts & Tribunals Service (HMCTS) failed to answer any of the substantive issues I raised in my complaints.

Specifically, they did not address:

- The unlawful revocation of participation measures for my autism and PTSD after the conclusion of the trial on 29 February 2024, in violation of **FPR Part 3A and PD3AA**.
- The discriminatory and procedurally unsafe findings in the judgments dated 18 April 2024, 24 May 2024, and 8 May 2025 which mischaracterised my disability-related behaviour and made unsubstantiated allegations of “disruption” in the court room which are not borne by the evidence in the trial transcripts.
- The failure to enforce the maintenance payment order and address the respondent’s contempt of court since February 2024, which resulted in our severe financial hardship, leaving me and the children without financial resources for housing and for our basic needs.
- The suppression of criminal evidence put forward by the court-appointed crypto expert in February 2024 and the failure to order the review of the digital devices held in escrow, as is required by the guidance in *Imerman* and *UL v BK*.

- The failure to address perjury and contempt related to non-disclosure of Coinbase and Oxus Acquisition Corp securities.

- The **institutional deflection** of my equality and accessibility complaints, which were repeatedly misclassified as “judicial matters,” denying me any administrative route to redress.

Despite multiple letters (3 May 2024; 20–31 October 2025; and the Ministerial Responsibility Notice of 9 November 2025), no substantive response has been received to date. The MoJ and HMCTS have provided no acknowledgement, investigation, or explanation addressing these issues.

What is the impact of this complaint?

Please tell us how you or the person you represent have been affected by what went wrong. Please describe what impact this had on you and how long the impact lasted.

The impact of these events has been **severe, prolonged, and continuing**.

The withdrawal of participation measures for my autism and PTSD left me unable to effectively participate in the proceedings or understand the process, resulting in unfair judgments and discriminatory findings. These errors of law and procedure resulted in unlawful discrimination, violations of my human rights, obstruction of my equal participation, and unfair proceedings. This resulted in an unfair financial settlement, unjust outcome, and long-term negative impact on my financial independence. The proceedings had devastating consequences on my physical and mental health.

I have experienced two psychiatric hospitalisations since April 2024 and remain under the intensive care of the Home Crisis and Treatment Team. The combination of judicial unfairness, administrative silence, and prolonged uncertainty has caused severe mental health crises, overwhelming anxiety and distress, emotional dysregulation, several autism shutdown episodes (mutism), and trauma symptoms. My ability to work, manage daily tasks, and self-advocate has been substantially impaired.

Financially, the Court’s failure to enforce maintenance orders left me and my children without stable housing or basic financial security, resulting in severe hardship and distress.

The ongoing refusal of the Ministry of Justice and HMCTS to engage has intensified this harm, as I continue to live with the consequences of an unfair trial, unjust outcome, and the absence of any effective remedy. The impact remains ongoing and continues to cause serious deterioration in my health and wellbeing.

If we can take on your complaint, what are you looking for us to achieve?

We may recommend that organisations explain and apologise, change their procedure and, if appropriate, make a payment.

Are you looking for any recommendations to be made as stated above?

☒ Yes

☐ No

Please use this space to explain what you are looking for us to achieve and why it is important.

If we do not think that we can achieve what you want, we will tell you.

What I am seeking and why it is important:

I am seeking recognition that serious procedural and safeguarding failures occurred within the Ministry of Justice and HMCTS in relation to case **BV20D01752**, and that these failures caused significant injustice, risk, financial unfairness and harm.

Specifically, I ask that the PHSO recommend the following:

1. **Formal acknowledgement and apology** for the Ministry's failure to act upon multiple safeguarding and equality-based disclosures made between **April and May 2024**, despite clear statutory duties under the **Equality Act 2010**, **FPR Part 3A**, and **Article 6 ECHR**.
2. **An internal review and procedural correction** within the MoJ and HMCTS to ensure that safeguarding alerts, participation-measure revocations, and evidence of criminal activity raised by vulnerable or unrepresented parties are properly recorded, escalated, and acted upon.
3. **Recommendations for systemic reform**, including a mechanism for administrative verification where judgments appear inconsistent with the oral evidence or court record, without infringing judicial independence.
4. **A written explanation** of why the April–May 2024 ministerial correspondence (including disclosures of risk to life and evidence of criminal activity) did not trigger a formal safeguarding or referral process.
5. **A compensatory recommendation**, if appropriate, to recognise the distress, loss, and risk caused by the Ministry's inaction and procedural neglect.
6. **Referral to the appropriate judicial or administrative authority** (for example, the Court of Appeal or HMCTS administrative head) to consider whether the proven procedural irregularities and suppressed evidence warrant a **re-hearing or re-trial** of case **BV20D01752** in the interests of justice.
7. **Striking out of the unsubstantiated, inaccurate, and discriminatory findings made in the judgement published in the National Archives**. HMCTS to provide a transcript of the recorded oral evidence and identify all the discrepancies and findings which are not borne by the evidence. Inaccurate and discriminatory findings must be stricken out to preserve truth and public confidence.

This is important because the procedural failures deprived me of a fair proceeding and appear to have produced a judgment which is inconsistent with the evidence. A re-examination of the case would help restore public confidence in the integrity of the judicial process and provide the only effective redress for the injustice suffered.

These outcomes are important because the issues raised go beyond an individual case: they concern **the protection of vulnerable litigants, the duty of candour and fairness owed by the MoJ**, and **the credibility of justice institutions** when serious procedural breaches and safeguarding warnings are disregarded.

Are you looking for us to recommend a financial payment?

☒ Yes

☐ No

If yes, please tell us how much. You can find out more about our financial compensation limits here via this link to our Financial Injustice Scale: [Financial remedy | Parliamentary and Health Service Ombudsman \(PHSO\)](https://www.ombudsman.org.uk/organisations-we-investigate/putting-things-right/financial-remedy) <https://www.ombudsman.org.uk/organisations-we-investigate/putting-things-right/financial-remedy>

Amount sought:

In accordance with the PHSO Financial Injustice Scale, I would ask the Ombudsman to consider a financial remedy in the **range of £10,000 – £25,000**, reflecting a **“very severe” level of injustice and harm**.

Explanation:

The Ministry of Justice’s failure to act upon multiple safeguarding and equality-based disclosures between **April and May 2024** led directly to:

- loss of participation measures and procedural support during live proceedings;
- severe distress and deterioration in mental health;
- loss of income, housing instability, and risk to safety; and
- continuing financial hardship and reputational damage following the publication of a judgment inconsistent with the trial record and the evidence.

This range aligns with Category D (“very severe injustice”) under the PHSO scale, which covers prolonged distress, harm, and significant impact on wellbeing or livelihood.

The amount requested is proportionate to the seriousness, duration, and continuing effects of the maladministration and is intended as **symbolic recognition** of the harm suffered and of the State’s failure to discharge its safeguarding and equality duties.

Legal action

The law says we cannot look at a complaint where there is an option to take legal action, unless we think it is reasonable for us to do so.

It is important that you tell us if you have:

- already requested legal advice
- started any legal action, been to a court or tribunal or are considering doing so.

Whether something is reasonable is very fact dependent, it may be that we can look at some parts of a complaint and not others, so it is important you give as much detail here as possible.

Please note that strict time limits can apply to legal action, so if you think you may wish to take legal action, you should get legal advice as soon as possible.

Please phone us on 0345 015 4033 if you have any questions about this.

Have you taken, or are you planning to take, legal action about your complaint?

☒ Yes

☐ No

If yes, please tell us why this was unsuccessful or why you haven't taken legal action yet.

Explanation:

I have been involved in ongoing legal proceedings arising from the family case **BV20D01752**, including an **appeal against the costs order** and related procedural applications. However, the specific complaint to the Ombudsman concerns **maladministration and failure of duty by the Ministry of Justice and HMCTS**, not the judicial decisions themselves.

Legal redress for these failures has proven impossible because:

- The issues relate to **safeguarding and equality obligations** that fall on the MoJ as an administrative body, not the judiciary, and therefore **no clear legal remedy exists within the court process**.
- I am a **self-represented and disabled litigant** with no legal aid or representation, and the cost and procedural barriers to civil action are prohibitive.
- The Court of Appeal refused permission to appeal on procedural grounds without addressing the underlying administrative failings, leaving no further domestic remedy.

For these reasons, I have not taken separate legal action against the Ministry itself and am instead asking the **PHSO to review the administrative and safeguarding failures** within its jurisdiction.

I understand and respect that the Ombudsman cannot revisit judicial decisions; my request is limited to the **conduct and omissions of the MoJ and HMCTS as administrative bodies**.

Mediation

In some cases, we can facilitate a meeting between you and the organisation to help you resolve your complaint.

We usually do this by telephone or video call (using Microsoft Teams) if both you and the organisation agree to take part.

During this process we use mediation techniques to help you and the organisation discuss your complaint and agree a resolution to it. We will not give our own view on the substance of the complaint in this process.

Is this something you are willing to do if your case is suitable for this process?

☒ Yes

☐ No

If you are unsure, would you like us to give you more information about this to help you decide?

☒ Yes

☐ No

Explanation (optional to include in the notes field):

I am willing to participate in mediation if the Ombudsman considers that this process could help achieve a fair and practical resolution.

However, parts of my complaint concern **systemic safeguarding and administrative failings within the Ministry of Justice and HMCTS** (case **BV20D01752**), which may require formal investigation and written findings rather than informal discussion.

I am open to an initial conversation to clarify which aspects might be appropriate for mediation and which require a formal determination.

Documents we need to complete our initial checks

Please note that:

- we scan all documents when we receive them and destroy any paper copies - please do not send originals as we will not return them unless specifically requested
- if you have images that you wish to share as part of your evidence, please do not send these now. You can discuss sharing these with your caseworker once your case is assigned
- please do not send us documents with staples, in folders or in plastic wallets - this will help us process your complaint more quickly.

Please make sure you send us:

- ☒ This complaint form
- ☒ The complaint made to the organisation (so any letters, emails or complaints forms submitted for the complaint)
- ☒ The complaint response(s) from the organisation including the final response and any other correspondence relating to the complaint
- ☒ If there is a second-tier complaint process - the complaint(s) sent to them and any response(s) and any other correspondence relating to the complaint

A second-tier complaint handler can be an entirely separate organisation or a separate part of an organisation that acts as a complaint handler (such as the Independent Case Examiner, Adjudicator's office, Independent Complaint Reviewer, Independent Complaint Assessor).

We may contact you for further information and documentation if we can progress your case.

Section 3: Declaration

- I would like the Ombudsman to look at my complaint.
- I agree to share all the relevant evidence so that you can investigate this complaint under the *Parliamentary Commissioner Act 1967*.
- to the best of my knowledge, everything I have told you is correct.
- I understand that, to help resolve my complaint, you will need to use and keep personal information about me. For example, how to contact me and details about my complaint and sometimes sensitive personal information.
- I understand that this might include collecting information about me from the organisation I have complained about and possibly sharing information with others. For example, others that may have been involved in my complaint.
- **I agree to the Ombudsman's Unacceptable Behaviour policy:**
We expect all complainants and representatives to behave respectfully towards all PHSO colleagues. We will not tolerate any abusive behaviour, either direct or indirect, or contact that becomes so frequent it makes it more difficult for us to complete our work and help other people. We will take appropriate action to prevent this, including escalation to other bodies if required.
- For more information, our Acceptable Behaviour commitment can be found on our website: <https://www.ombudsman.org.uk/about-us/corporate-information/freedom-information-and-data-protection/our-publication-scheme/our-commitment-acceptable-behaviour>

Signature		
Date	9 November 2025	

Consent

If you are acting as a representative, we would normally need the person affected consent. They must sign below if they are able to do so.

I agree that my representative can complain for me and that you can obtain the information needed to investigate my complaint.

I understand that this may mean that my representative will be able to see personal information you obtain for the investigation.

Signature		
Date		

Section 4: MP

The person completing this form must fill in the MP's name and sign and date below it:

To

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MP, House of Commons, London, SW1A 0AA

Please consider the complaint described on this form and any other information included.

Signature	
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Date	
------	--

Please ask your MP to sign below and send this complaint to the Parliamentary Ombudsman

The MP **must** fill in this section:

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has sent me this complaint. Please look into this and let me know the outcome.

MP reference/case number	
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MP signature	
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Print	
-------	--

Date	
------	--

Please email your form and the documents requested to:

phso.enquiries@ombudsman.org.uk

Or post them to:

Parliamentary and Health Service Ombudsman
Citygate
47-51 Mosley Street
Manchester
M2 3HQ

Section 5: Additional information

We would like to ask you some more questions about the person affected by the complaint and the person making the complaint, if they are different.

Your answers will help us:

- understand how easy it is for people to use our service
- make sure everyone can access our service equally.

We are also looking at how we can focus on cases where we can have the most impact. We may use the information you provide here to help us decide if we can take your case further.

Please complete **Section A** with the details of the person affected by the issues in the complaint and **Section B** with the details of the person making the complaint, if they are different.

If you are an advocate, advice worker or professional representative (for example, a solicitor) you do not need to complete Section B.

Any information provided will be included on the form that is sent to your MP. If you prefer, you can leave this section blank and contact us by phone to give us this information after we have received your complaint.

Section A: Please answer the following questions about the person affected by the issues in the complaint.	
What is your date of birth? (DD/MM/YYYY)	27/04/1969
What is your gender?	<input type="checkbox"/> Man <input checked="" type="checkbox"/> Woman <input type="checkbox"/> Non-binary <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say
Is the gender you identify with the same as your sex assigned at birth?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
What is your sexual orientation?	<input checked="" type="checkbox"/> Heterosexual or straight <input type="checkbox"/> Gay or lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Other sexual orientation not listed <input type="checkbox"/> Unsure <input type="checkbox"/> Prefer not to say
What is your ethnicity?	<input type="checkbox"/> White - British <input type="checkbox"/> White - Irish <input checked="" type="checkbox"/> White - any other White background <input type="checkbox"/> Mixed - White and Black Caribbean <input type="checkbox"/> Mixed - White and Black African

	<input type="checkbox"/> Mixed - White and Asian <input type="checkbox"/> Mixed - any other mixed background <input type="checkbox"/> Asian or Asian British - Indian <input type="checkbox"/> Asian or Asian British - Pakistani <input type="checkbox"/> Asian or Asian British - Bangladeshi <input type="checkbox"/> Asian or Asian British - any other Asian background <input type="checkbox"/> Black or Black British - Caribbean <input type="checkbox"/> Black or Black British - African <input type="checkbox"/> Black or Black British - any other Black background <input type="checkbox"/> Other ethnic groups - Chinese <input type="checkbox"/> Other ethnic groups - any other ethnic group <input type="checkbox"/> Prefer not to say
What is your religion or belief?	<input type="checkbox"/> Bahai <input type="checkbox"/> Buddhist <input type="checkbox"/> Christian <input type="checkbox"/> Hindu <input type="checkbox"/> Jain <input type="checkbox"/> Jewish <input type="checkbox"/> Muslim <input type="checkbox"/> Pagan <input type="checkbox"/> Sikh <input type="checkbox"/> Zoroastrian <input checked="" type="checkbox"/> No religion <input type="checkbox"/> Other (any other religion) <input type="checkbox"/> Prefer not to say
What is your marital status?	<input checked="" type="checkbox"/> Single <input type="checkbox"/> Married or civil partner <input type="checkbox"/> Divorced or person whose civil partnership has been dissolved <input type="checkbox"/> Widowed or surviving civil partner <input type="checkbox"/> Separated <input type="checkbox"/> Prefer not to say
Were you pregnant or on maternity leave during the period the complaint relates to?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Prefer not to say
Do you consider yourself to be disabled? or Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
If yes, please select all disabilities that apply to you.	<input checked="" type="checkbox"/> Behaviour and emotional

If none apply, please select 'Other'	<input checked="" type="checkbox"/> Hearing impairment <input type="checkbox"/> Manual dexterity <input type="checkbox"/> Memory or ability to concentrate, learn or understand <input type="checkbox"/> Mobility and gross motor skills <input type="checkbox"/> Perception of physical danger <input type="checkbox"/> Personal, self-care and continence <input type="checkbox"/> Progressive conditions and physical health (such as HIV, cancer, multiple sclerosis, fits) <input type="checkbox"/> Sight <input type="checkbox"/> Speech <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say
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Section B: If you are complaining on behalf of someone else, we would like to know about you as well as the person affected. Please fill in the section below.	
What is your date of birth? (DD/MM/YYYY)	
What is your gender?	<input type="checkbox"/> Man <input type="checkbox"/> Woman <input type="checkbox"/> Non-binary <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say
Is the gender you identify with the same as your sex assigned at birth?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
What is your sexual orientation?	<input type="checkbox"/> Heterosexual or straight <input type="checkbox"/> Gay or lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Other sexual orientation not listed <input type="checkbox"/> Unsure <input type="checkbox"/> Prefer not to say
What is your ethnicity?	<input type="checkbox"/> White - British <input type="checkbox"/> White - Irish <input type="checkbox"/> White - any other White background <input type="checkbox"/> Mixed - White and Black Caribbean <input type="checkbox"/> Mixed - White and Black African <input type="checkbox"/> Mixed - White and Asian <input type="checkbox"/> Mixed - any other mixed background <input type="checkbox"/> Asian or Asian British - Indian

	<input type="checkbox"/> Asian or Asian British - Pakistani <input type="checkbox"/> Asian or Asian British - Bangladeshi <input type="checkbox"/> Asian or Asian British - any other Asian background <input type="checkbox"/> Black or Black British - Caribbean <input type="checkbox"/> Black or Black British - African <input type="checkbox"/> Black or Black British - any other Black background <input type="checkbox"/> Other ethnic groups - Chinese <input type="checkbox"/> Other ethnic groups - any other ethnic group <input type="checkbox"/> Prefer not to say
What is your religion or belief?	<input type="checkbox"/> Bahai <input type="checkbox"/> Buddhist <input type="checkbox"/> Christian <input type="checkbox"/> Hindu <input type="checkbox"/> Jain <input type="checkbox"/> Jewish <input type="checkbox"/> Muslim <input type="checkbox"/> Pagan <input type="checkbox"/> Sikh <input type="checkbox"/> Zoroastrian <input type="checkbox"/> No religion <input type="checkbox"/> Other (any other religion) <input type="checkbox"/> Prefer not to say
What is your marital status?	<input type="checkbox"/> Single <input type="checkbox"/> Married or civil partner <input type="checkbox"/> Divorced or person whose civil partnership has been dissolved <input type="checkbox"/> Widowed or surviving civil partner <input type="checkbox"/> Separated <input type="checkbox"/> Prefer not to say
Were you pregnant or on maternity leave during the period the complaint relates to?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
Do you consider yourself to be disabled? or Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
If yes, please select all disabilities that apply to you. If none apply, please select 'Other'	<input type="checkbox"/> Behaviour and emotional <input type="checkbox"/> Hearing impairment <input type="checkbox"/> Manual dexterity

	<input type="checkbox"/> Memory or ability to concentrate, learn or understand <input type="checkbox"/> Mobility and gross motor skills <input type="checkbox"/> Perception of physical danger <input type="checkbox"/> Personal, self-care and continence <input type="checkbox"/> Progressive conditions and physical health (such as HIV, cancer, multiple sclerosis, fits) <input type="checkbox"/> Sight <input type="checkbox"/> Speech <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say
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What we do with the information you give us

We may publish your case on our website in the near future. Publishing our decisions is part of our commitment to increase public awareness of what we do and to encourage systemic improvements in the organisations we investigate through wider learning. Please be assured we assess all decisions to ensure the individuals involved in the complaint cannot be identified from the information we publish. You can see how we publish our decisions on our website:

We process any personal data collected in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018. You can read more about how we use your information in our privacy notice. The notice explains how we use and look after information about you, or that could identify you, and how long we keep it. It also explains your rights and how to request your information, or request that the final report or decision statement about your complaint is not published.

You can find the privacy notice online at www.ombudsman.org.uk/information-you-give-us If you would like a copy in a printed or other format, please contact informationrights@ombudsman.org.uk or call 0345 015 4033.

What to do if you are unhappy with how we have handled your personal information

If you wish to comment or make a complaint about how we process your data, please contact the Data Protection Officer at dpo@ombudsman.org.uk

If you are unhappy with our response, you can contact the Information Commissioner's Office at ico.org.uk