



Complaint form

This is an English translation of the complaint form, which you will find on the Danish version of www.ombudsmanden.dk under the heading 'Vil du klage' and then 'Klageskema'.

Please note that you cannot use the English complaint form to send complaints or documents electronically. For that, you need to use the Danish online form, but you are welcome to fill in the Danish form in English.

If you prefer, you can print out the English complaint form, fill it in and send the form and the case documents to us via the postal service.

Some of the items below include explanatory endnotes, which are listed at the end of the complaint form.

Complaint form

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Fields marked with * *must* be filled in.

1 Information about the authority you are complaining about

Are you complaining about a public authority ¹ *

- Yes
- No
- Do not know

What authority or authorities do you wish to complain about? *

If you know the authority's case or file number, please write it here:

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Fields marked with * *must* be filled in.

2 Information about the case history

Which authority has most recently made a decision in the case and when? *

Is the most recent decision more than 12 months old? ² *

- Yes
- No
- Do not know

Have you received any guidance on complaint from the authority? ³

- Yes
- No
- Do not know

Have you used your channels of complaint to other authorities? ⁴ *

- Yes
- No
- Do not know

Has the case been brought before the courts of law? ⁵ *

- Yes
- No
- Do not know

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Fields marked with * *must* be filled in.

3 What do you wish to complain about?

You may for instance complain about the decision/ruling that the authority has made, and/or the authority's case processing (waiting time, lack of reply or the like).

Please write what you wish to complain about here: *

You can also attach a clarification of your complaint in a separate document.

Attach the authorities' decisions or replies and other documents that you believe to be important to your case. ***[Please note that you cannot send documents electronically with the English translation of the complaint form. Please use the Danish online form.]***

We do not have direct access to your case with the authority.

Please note that you can only attach up to 10 documents with a total size of 120 MB.

If you wish to attach more than 10 documents, you can also send your documents via Digital Post, which you can access via borger.dk and e-boks.dk among other places. You can also send documents via secure e-mail, the postal service or hand them in at the address Gammeltorv 22, DK-1457 Copenhagen K (on weekdays between 10:00 and 14:00).

File formats

You are welcome to send us files in ordinary formats such as pdf, doc, docx, odt, jpg, xps and png. Please avoid sending files in a format that requires special programmes to open the files. This can delay the processing of your complaint, and you may be asked to send the material again.

We do not open documents that have been sent via a link to a cloud-based solution.

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Fields marked with * *must* be filled in.

4 Information about you

In most cases, we will reply to you via Digital Post. We therefore ask you to state your CPR number so that we can identify you more easily.

Your CPR, foreign national or personal ID number – choose type:

- CPR number
- Foreign national number
- Personal ID number

Please write your CPR, foreign national or personal ID number here:

Even if you are complaining on behalf of another person, you must write your own name.

Your name *

Address/postal code/city/country:

Telephone number:

Are you complaining on behalf of another person? ⁶ *

- Yes
- No

Attach a power of attorney. ***[Please note that you cannot send documents electronically with the English translation of the complaint form. Please use the Danish online form.]***

Read about how we process your personal data below ⁷ *

- Yes, I have read the information about personal data

Explanatory endnotes:

1. If your complaint is not about a public authority, the Ombudsman cannot consider your complaint.

The Ombudsman investigates complaints about the Danish public administration. You can complain about for instance municipalities, regions, ministries, government agencies and boards. For example a municipal school (folkeskole), the National Social Appeals Board, Danish Patient Safety Authority, the police, the Immigration Appeals Board or the Environment and Food Board of Appeal.

You cannot complain to the Ombudsman about private companies. However, if the complaint concerns children, you can complain about a number of private institutions that deal with child-related tasks, such as schools, accommodation and residential facilities and institutions or day-care facilities.

You cannot lodge a complaint about the courts of law or Parliament (Folketinget).

For more information, please see the [Q&A](#).

2. The Ombudsman must have received your complaint within 12 months (1 year) after you have received the appeal authority's decision. This means that you must have used all your appeal options first. This also applies if it is possible to complain about the case processing.

If you are complaining about an authority's case processing time, you do not need to wait until the authority has made a decision in your case.

If you write to the authority again after you have received the decision (for instance to ask for the case to be reopened), this does not normally defer the time when the deadline of 12 months for complaining to the Ombudsman starts.

[Q&A](#)

3. The authorities must write it in their decisions if you can complain about the decision to another administrative authority. The information will typically be at the end of the letter.

If you can complain to one or more authorities, you must do so first, and wait for that authority's reply before you complain to the Ombudsman.

4. You cannot complain to the Ombudsman until you have used all your other complaint options and have received a reply from the appeal authority.

Authorities must write it in their decision if you can complain to another administrative authority. The information will typically be at the end of the letter.

If you are not sure whether you have used your complaint options, you can ask for complaint guidance from the authority you wish to complain about. You can also call us on tel. +45 33 13 25 12 (Monday to Thursday 09:00-16:00 and Friday 09:00-15:00).

5. The Ombudsman cannot consider complaints about sentences/judgments and the courts of law.

Nor does the Ombudsman normally consider cases or issues that are being processed by the courts or that are expected to be brought before the courts.

[Q&A](#)

6. If you are complaining on behalf of another person, you must have a power of attorney from him or her. You can attach a copy of the power of attorney here. If you wish, you can use this [power of attorney form](#).

Read more about how to complain on behalf of another person in the [Q&A](#).

7.

The Ombudsman's Processing of Personal Data

The Parliamentary Ombudsman collects and processes personal data

- about citizens who complain to the Ombudsman
- about persons who are not complainants if those persons are mentioned in a complaint to the Ombudsman or in the material that the Ombudsman collects as part of the processing of a complaint
- when he decides to investigate a case on his own initiative
- when he carries out monitoring visits to institutions that fall within his jurisdiction.

The information is registered in the Ombudsman's IT system and is included in the case processing.

What information is collected

The Ombudsman collects any personal data relevant to the case being processed. It is often necessary to collect material from complainants and authorities in addition to what is enclosed to the complaint.

The following is registered about all complainants (and other persons mentioned)

- name and address (identification data).

Information about the specific case is also registered. For instance, it could be information about

- social matters
- financial matters
- family matters
- employment matters.

Some cases also contain sensitive data about for instance

- health matters
- race and ethnicity matters
- trade union matters.

The Ombudsman also processes cases that contain information about **criminal offences**.

The Ombudsman registers **civil registration numbers** in order to clearly identify citizens and to contact them via Digital Post.

The Ombudsman registers both information submitted by citizens and information from authorities.

The Ombudsman's activities and tasks are governed by the Ombudsman Act.

With respect to registration, collection and processing of personal data, the Ombudsman Act is supplemented by the EU General Data Protection Regulation and the Danish Data Protection Act.

Passing on information

In many cases, the Ombudsman needs to pass on information for instance

- because one or more authorities have to give a statement about the case – if so, a copy of the complaint is sent to the authority together with any material that the Ombudsman may have received with the complaint
- because the complaint is to be passed on to the authority or the authority is to be informed about the case
- because the Ombudsman is processing a request for access to documents or information.

If a person lives in Greenland or the Faroe Islands, the Ombudsman may need to pass information on to the state authorities there.

All case processing by the Ombudsman is carried out by legal case officers – the Ombudsman does not use automated decision-making.

Storage and publication

Information is stored as long as it is necessary in order to carry out the Ombudsman's tasks. One purpose of storing information (cases) is to have access to any of the complainant's previous cases, and another is to be able to search through similar cases.

Some of the Ombudsman's letters and statements are published in Danish at ombudsmanden.dk or offentlighedsportalen.dk and at retsinformation.dk – for instance because the case is of general public importance. Annual reports and other publications in English are also available at en.ombudsmanden.dk/publications.

Before publication, texts are edited so that individuals cannot be recognised.

Contact the Ombudsman

If you have questions about your rights, you are welcome to phone us.

Tel. +45 33 13 25 12

Write to the Ombudsman if you wish to gain access etc. to a case where the Ombudsman has registered information about you:

Folketingets Ombudsmand / The Parliamentary Ombudsman

Gammeltorv 22

DK-1457 København K

or: **post@ombudsmanden.dk**

You can write to the Ombudsman via Digital Post at **Borger.dk**.

Where to complain

You can complain to the Danish Data Protection Agency about the Ombudsman's registration etc. of information about you:

Datatilsynet / The Danish Data Protection Agency

Carl Jacobsens Vej 35
DK-2500 Valby
dt@datatilsynet.dk
Tel. +45 33 19 32 00

You can write to the Danish Data Protection Agency via Digital Post at Borger.dk.

This text was last revised in November 2020.

Data Protection Officer

The Ombudsman has appointed a data protection officer who can be contacted on: dpo@ombudsmanden.dk and tel. +45 33 13 25 12.

You can write to the data protection officer via Digital Post at Borger.dk.

Rights

Persons who are registered by the Ombudsman have a right to know

- that the Ombudsman has received and saved information about them
- what information the Ombudsman has received and used in his case processing
- where the Ombudsman has the information from (if not from the actual person registered).

The person registered also has a right to see the information.

As a registered person, you have a right to ask the Ombudsman to correct (meaning rectify or complete) or delete information if you think that the information is incorrect or gives a wrong impression.

You also have a right to object to the Ombudsman's otherwise legal processing of your personal data.

The Ombudsman is obligated to consider registered persons' requests.

You can read the Danish Data Protection Agency's guidelines on registered persons' rights at www.datatilsynet.dk.

Basis

The basis for the Ombudsman's registration and processing of information is the Ombudsman Act (the Parliamentary Ombudsman Act, see Consolidation Act No. 349 of 22 March 2013), the EU General Data Protection Regulation ((EU) 2016/679), Article 5(1), Article 6(1)(c) and (e), Article 9(1), see (2)(f), Article 10 and the Data Protection Act (Act No. 502 of 23 May 2018), Section 5(1) and (2), Section 6(1), Section 7(1), Section 8(1), Section 9(1), and Section 11(1).

More information

You can read more about the Ombudsman's case processing etc. at the Ombudsman's website: www.en.ombudsmanden.dk/publications

You can also find more information about the EU General Data Protection Regulation and the Danish Data Protection Act at the Danish Data Protection Agency's website, www.datatilsynet.dk.