



## Complaint form

This is an English translation of the Danish complaint form, which you will find at [www.ombudsmanden.dk](http://www.ombudsmanden.dk) under 'Klage til ombudsmanden', '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.

Fields marked with \* *must* be filled in.

### Information about the authority you are complaining about

#### 1. Are you complaining about a public authority? \*

- Yes
- No
- Do not know

The Ombudsman can only process complaints about Danish public authorities such as municipalities and regions, ministries and agencies – for instance primary and lower secondary schools, the National Social Appeals Board, the Danish Patient Safety Authority, the police, the Immigration Appeals Board or the Environment and Food Board of Appeal. You cannot complain about private companies. However, if the complaint concerns children, you can complain about a number of private institutions such as schools, accommodation facilities, residential institutions and day-care facilities. You cannot complain about the courts of law or Parliament (Folketinget).

#### 2. What authority or authorities do you wish to complain about? \*

#### 3. If you know the authority's case or ref. number, please state it here:

## Information about the case history

### 4. What authority has most recently made a decision in the case? \*

### 5. When has the authority most recently made a decision in the case?

### 6. Is the most recent decision more than 1 year old? \*

- Yes
- No
- Do not know

You can complain to the Ombudsman until 1 year after the decision or event that you wish to complain about. You must have used all your complaint options first. The 1-year deadline normally applies even if for instance you have asked the authority to reopen the case. If you are complaining about an authority's case processing time, you do not need to wait for the authority's decision.

### 7. Have you received any complaint guidance from the authority?

- Yes
- No
- Do not know

If there is a possibility to complain, it is typically stated at the end of the authority's decision.

### 8. Have you used your complaint options with other authorities? \*

- Yes
- No
- Do not know

If you can complain to one or more authorities, you must do so first and wait for the authority's reply before you complain to the Ombudsman. If you are not sure whether you have used your complaint options, you can ask the authority or call us on tel. +45 33 13 25 12 (Monday to Thursday 09:00-16:00 and Friday 09:00-15:00).

### 9. Has the case been brought before the courts of law? \*

- Yes
- No
- Do not know

The Ombudsman cannot consider complaints about sentences or judgments, the courts of law or cases that are being processed by the courts of law.

### **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).

#### **10. Please write what you wish to complain about here: \***

**You can also attach a clarification of your complaint in a file.**

Attach the authorities' decisions or replies and other documents that you believe to be important to your case.

***Please note that you cannot upload files electronically with the English translation of the complaint form. Please use the Danish online form (link at the top of this document).***

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

Please note that the total size of the attached files cannot exceed 100 MB.

If you wish to attach more than 100 MB, you can also send your documents via Digital Post, which you can access at [lifeindenmark.borger.dk](http://lifeindenmark.borger.dk), among other places. You can also send documents via 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, 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.

**Information about you****11. Are you complaining on behalf of another person? \***

- Yes  
 No

If you are complaining on behalf of another person, you must have a power of attorney from that person. You can attach a copy of the power of attorney here.

**Attach a power of attorney here:**

*Please note that you cannot upload files electronically with the English translation of the complaint form. Please use the Danish online form (link at the top of this document).*

If possible, we will reply to you via Digital Post. For identification purposes, we therefore ask you to state your CPR number if you have one.

**12. Your CPR, CVR, foreign national or personal ID number – choose type:**

- CPR number (when complaining as a private individual)  
 CVR number (when complaining as an authority, organisation, etc.)  
 Foreign national number  
 Personal ID number

**13. Please state your CPR, CVR, foreign national or personal ID number here:**

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

**14. Your name: \***

**15. Address:**

**16. Postal code/city/country:**

**17. Telephone number:**

In order to submit the complaint, you must read about how we process your personal data.

[Click here to read about how we process your personal data](#) (opens in a new window)

**18. Have you read the information about personal data? \***

Yes, I have read the information about personal data

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