# Complaining to the Parliamentary and Health Service Ombudsman (PHSO)

If you are not satisfied with ICEs decision, you can complain to the Parliamentary and Health Service Ombudsman (PHSO).

You must have complained to ICE and had their final response before you complain to PHSO.

First, you must contact PHSO to ask for a complaint form, or print one from their website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

If you need to complain in BSL, send a BSL DVD to PHSO explaining your complaint. Say that you need the PHSO to reply by BSL DVD.

After you have filled in the form, you must ask your MP (Member of Parliament) to sign your complaint form too. You can ask your MP to book an interpreter if they need one to meet with you to talk about your complaint.

**Remember – if you sent your MP a copy of your complaint to AtW, then the date you sent you MP the copy of your complaint is the date you say on the form that you first contacted your MP about the problem.**

Without your MPs signature PHSO cannot look at your complaint.

Write on the form why you are unhappy with both AtW / DWP and ICE replies to your complaint. Be simple and clear. Say how the problem has affected you, and say if you have had to spend money to get appropriate access. You can use your letter and evidence to ICE to make this easier.

The form will ask what you want to achieve from your complaint. Say that you want any money repaid, and for AtW to provide the appropriate level of support to allow you to do your job properly.

If you don’t know who your MP is, then go to this website

<http://findyourmp.parliament.uk>

Type in your postcode, and it will tell you the name and address of your MP.