

Your complaint

Please give a brief summary of your complaint

Have you spoken to any of our staff about this complaint?

Yes

No

If Yes, please tell us who you have spoken to

Where to send your complaint form

Once you have completed your form you can post it to us at:

**Office of the Public Guardian
Archway Tower
2 Junction Road
London N19 5SZ**

Or

Fax it to us on:

020 7664 7705

What will happen when your complaint is received

Once we have received your complaint we will:

- acknowledge receipt within two working days;
- investigate your complaint; and
- reply to you within 15 working days, where possible, explaining what went wrong and the steps we have taken to put things right.

If we are unable to give you a full response we will update you on progress and tell you when you can expect a reply.