



Complaint form

This is an English translation of the Danish complaint form (klageskema), which you will find at www.ombudsmanden.dk under 'Klage til ombudsmanden', 'Sådan klager du'.

Please note that you cannot use the English complaint form to submit 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.

The complaint must meet some general conditions. If a complaint does not meet the conditions, the Ombudsman will normally close the case with a short reply stating that he cannot help with the complaint.

[Read about the conditions before you fill in the complaint form](#)

Fields marked with * *must* be filled in.

1. What can you complain about?

The Ombudsman can process complaints about public authorities. This could be, for example, a municipality, an agency, a ministry, a region, a board or a council.

The Ombudsman can also process complaints about certain private institutions such as accommodation facilities, schools and day-care facilities.

The Ombudsman cannot process complaints about other private businesses or about Parliament or the courts of law.

What authority do you want to complain about? *

2. Other complaint options etc. must have been used

This means:

- The correspondence with the authorities must have been concluded.
- The authorities must have taken a position on the matters that are the subject of your enquiry to the Ombudsman.
- The authorities must have made a final decision about the subject of the complaint. This means that all available complaint options must be used before you submit a complaint to the Ombudsman.
- If the complaint options have not been used, the Ombudsman cannot consider your complaint – not even if the deadline for using another complaint option has expired.
- If – instead of an actual complaint option – it is possible to bring the case before a supervisory authority, the Ombudsman will not normally enter the case until the supervisory authority has had the opportunity to process it.
- If you want to complain about the case processing time, you must normally first send a reminder to the authority and ask for a reply.

If there is a complaint option, it is typically stated at the end of the authority's decision. If you are unsure if you have a complaint option, you can contact the authority.

Have you used your complaint options with other authorities? *

- ☐ Yes
☐ No

3. The complaint must be submitted within one year

The deadline is calculated

- from the time when you have received the highest appeals body's decision or
- from the time of the event that you want to complain about

This normally applies even if you have written to the authority again (for instance requesting that the case be reopened).

When has the authority made a decision or sent you a reply?

4. No complaints about the courts of law

The Ombudsman cannot investigate complaints about the courts of law. This also applies to judgments, other decisions and cases that the courts are already processing or that are expected to be brought before the courts.

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

- ☐ Yes
☐ No

5. Write what you want to complain about in your own words

Please write briefly and in your own words. Describe what you are dissatisfied with or what you think that the authorities have done wrong. It is not necessary to use legal terms and expressions.

Description of complaint: *

Attach decisions and other relevant documents and possibly an elaboration of your complaint

It is important that you submit relevant documents. Otherwise, the Ombudsman will in a number of instances close the case with a short reply.

For complaints about replies, decisions etc., relevant documents are:

- The enquiry or enquiries that you have sent to the authority concerning the matter(s) that you ask the Ombudsman to investigate
- the authority's decision/reply
- your appeal, if any, against the decision and the appeals body's decision

For complaints about lack of reply (case processing times), relevant documents are:

- The enquiry or enquiries that you have sent to the authority, which the authority has not replied to
- the authority's receipts or notifications of processing time, if any
- your reminder(s) to the authority and the authority's replies, if any

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 want to attach more than 100 MB, you can submit documents with several complaint forms. You can also send your documents via Digital Post, which may be accessed at 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 common 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 link to a cloud-based solution.

Attach decisions and other relevant documents and possibly an elaboration of your complaint

Upload

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).

6. Information about you

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.

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

State your CPR, CVR, foreign national or personal ID number here:

Your name: *

Even if you are complaining on behalf of someone else, you must write your own name.

Address: *

Postal code/City: *

Country: *

Telephone number:

7. Are you complaining on behalf of someone else?

If you are complaining on behalf of someone else, you must generally have a power of attorney from that person. [Read about power of attorney](#)

You can use this [power of attorney form](#).

An original signed power of attorney can be sent to the Ombudsman in a letter through the postal service. The person giving power of attorney can also send a power of attorney via [Digital Post](#) instead.

If you attach a copy of the power of attorney below, we may ask for further documentation of the power of attorney relationship.

You can attach a copy of the power of attorney here

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8. Processing of personal data*

You must know how we process your personal data.

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

Have you read the information about personal data? *

☐ Yes, I have read the information about personal data

Submit complaint

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Fields marked with (*) must be filled in.