



# Factsheet:

## Office of the Public Guardian complaints procedure

### Your feedback is important to us

The Office of the Public Guardian (OPG) is committed to providing a high-quality service to everyone we deal with.

To do that, we need you to give us any comments you have about our service, to tell us when we get things wrong and when we get things right.

### How we deal with your complaint

OPG will investigate your complaint in confidence and respond within 10 working days.

If we can't give you a full answer within 10 working days, we'll tell you when you can expect a response, and keep you updated.

**OPG defines a complaint as 'an expression of dissatisfaction that requires action and/or a response'.**

### What you'll need to tell us

When you contact us, please give as much information as you can to help us understand and investigate your complaint, including:

- your full name, address and contact telephone number
- your reference number if you have one
- what went wrong

- when it happened
- who you dealt with
- what effect our actions had on you
- how you'd like us to resolve the matter

## Complaints we can't handle

### **Court of Protection**

If you want to complain about how the Court of Protection has handled your case, you must contact the court.

The Court of Protection and OPG are different organisations. The Court of Protection appoints deputies; OPG supervises deputies once they have been appointed.

**OPG deals with complaints about its services, not about the Court of Protection's decisions or processes.**

### **Legal advice or services**

We can't deal with complaints about legal advice or services. The Solicitors Regulation Authority may be able to help you.

## Report a concern about an attorney or deputy

Contact OPG if you're concerned about the actions of an attorney or a deputy.

## Level of supervision (deputies)

If you are unhappy with your level of supervision, you can ask for a review. Follow the instructions on the letter we sent you about your supervision level.

## How to complain

Tell us about your complaint by calling, emailing or writing.

**Phone:** 0300 456 0300

**Email:** [opgcomplaints@publicguardian.gsi.gov.uk](mailto:opgcomplaints@publicguardian.gsi.gov.uk)

Office of the Public Guardian  
PO Box 16185  
Birmingham  
B2 2WH

**Fax :** 0870 739 5780

## If you're not satisfied

If you're not happy with what we tell you, you can write to OPG's chief executive. The chief executive will look at how your complaint was handled and the outcome.

In your letter, we need you to do the following:

1. Explain why you're unhappy with the initial reply and what issues remain unanswered.
2. Suggest how the situation should be remedied.
3. Provide us with further information in support of unresolved issues (where requested).

If you're not satisfied with the chief executive's response, contact your MP to refer the complaint to the Parliamentary and Health Service Ombudsman.

You must go through all these steps in OPG's complaints procedure before your complaint can be referred to the ombudsman.

## Resolving the matter

If we've made a mistake we'll:

1. apologise
2. explain what happened
3. put things right as quickly as we can.

We'll consider refunding any reasonable costs directly caused by our mistakes or unreasonable delays. Costs can include:

- postage
- phone charges
- professional fees.

You should keep your receipts if you want us to make a refund.

We'll also make sure that we learn lessons from customer feedback and make improvements where necessary.

## Positive feedback

Understanding what we have done well is just as important as understanding what we haven't done well.

Your positive feedback helps us to provide the best possible service to all our customers.

If you found one of our services particularly helpful, supportive or professional, you can let us know by calling, emailing or writing.

**Phone:** 0300 456 0300

**Email:** [opgfeedback@publicguardian.gsi.gov.uk](mailto:opgfeedback@publicguardian.gsi.gov.uk)

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