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Complaint form

A COMPLAINT to the Parliamentary Ombudsmen (Riksdagens ombudsmän – JO) can be made by anybody who feels that he or she or someone else has been treated wrongly or unjustly by a public authority or an official employed by the civil service or local government. In other words it's not necessary for a person to be a Swedish citizen or have reached a certain age to be able to lodge a complaint. Your complaint does not have to be about something that affects you personally.

Important things to bear in mind

Anonymous complaints are not investigated by the Ombudsmen.

A complaint should not in principle concern circumstances that date more than two years prior to the complaint (this is known as "the two-year rule").

A complaint to the Parliamentary Ombudsmen (JO) and the documents sent with it are in the public domain as soon as they are delivered. This means that anyone has the right to look at them unless they can be classified as confidential according to the Secrecy Act (details about the health of the complainant may, for instance, be classified as confidential).

If an Ombudsman begins an inquiry into a complaint, the official concerned will be told who has made the complaint.

An Ombudsman is not able to alter a judgment or a decision. If you are dissatisfied with a judgment or a decision you can, as a rule, appeal to a higher instance within the time stipulated in the judgment or decision.

The Ombudsmen's supervision cover

- Government agencies (including courts of law and administrative courts)
- Local government agencies
- Officials employed by the state or by local government
- Others who are entrusted to exercise public authority (exercising public authority involves the use of official powers to decide about a benefit, a right, an obligation, disciplinary punishment or some other comparable situation).

Who can I not complain about?

- The government or an individual minister
- Members of the Riksdag (parliament)
- Members of local councils or county councils
- The Parliamentary Ombudsmen
- The Chancellor of Justice
- State-owned companies and foundations (unless the complaint concerns exercising public authority [see above], or the treatment of a request for a document in the public domain from the company or foundation)
- Local government owned companies and foundations (same as state-owned compapnies, see above)
- Newspapers, radio and television companies
- Banks, insurance companies
- Lawyers and doctors in private practice.

Processing of personal data

Personal data submitted to the Parliamentary Ombudsmen (JO) in a matter, or which has been obtained from, for example, a government agency that is the subject of a complaint, is processed via the electronic case management system of the Parliamentary Ombudsmen. Information can also be processed in the Parliamentary Ombudmen's e-mail system. The term "personal data" refers to names, addresses, real property designations and other information that can be related back to a given natural person.

This personal data are processed to enable the Parliamentary Ombudsmen to handle matters in compliance with the Act on Instructions for the Parliamentary Ombudsmen, and to enable that agency to honour its obligations as a public authority. The processing of this data is in compliance with Article 6.1 c och e of the EU General Data Protection Regulation. The information is disposed of, which means it is removed and destroyed, according to the document handling plan for the Parliamentary Ombudsmen. Documents in complaint cases are generally not disposed of.

Personal data are released to the person filing the complaint, as well as to the civil servants and public authorities who are the subjects of the complaint. Personal data is also released to the mass media, and in accordance with the principle of public access to official records.

The Parliamentary Ombudsmen is required, upon any person's application, to disclose the personal data that is being processed in the office of the Parliamentary Ombudsmen regarding the applicant. The applicant is also entitled to request that a rectification of the data be made, and, under certain circumstances, even a deletion of information. A data subject is also entitled to complain to the supervisory authority, the Swedish Authority for Privacy Protection, if that person is of the opinion that the information had been processed in violation of applicable rules.

The Parliamentary Ombudsmen are legally responsible for how personal data is processed.

Date

Personal information

Name

Address (To which the Parliamentary Ombudsmen can send decisions and other documents)

Phone

E-mail

Complaint against whom

The authority and, if applicable, official against whom the complaint is being made

Any file or registration number which the case may have been given by the authority

Description

Give a brief description of what happened and when

What do you consider was wrong with the way in which the authority/official acted?

Additional information

Signature

Submit complaint	postal address	fax	visiting address
	Riksdagens ombudsmän (JO) Box 16327 SE-103 26 Stockholm	08-21 65 58	Sveavägen 25 Stockholm Open Monday–Friday 9 to 11.30 am, 1 to 3 pm