



Parliamentary  
and Health Service  
Ombudsman



# Mediation

## at the Parliamentary and Health Service Ombudsman

### What is mediation?

Mediation is a unique way for you to work together with the organisation you are unhappy with to resolve your complaint.

Rather than give you our view on the complaint, we arrange meetings where we act as a neutral third party. We aim to help both sides reach practical solutions without needing a formal investigation.

We usually arrange meetings by video call, but you can discuss this with the mediator if this is not possible. Our team of specially trained mediators will make sure you feel listened to.

The sessions we had with our trained mediator felt like therapy, providing a safe space for us to express our feelings and concerns. They reassured us and provided guidance on navigating the process effectively.

Complainant

# Why should I use the mediation service?

Mediation gives you the opportunity to:

Resolve your complaint in a more informal way

Express yourself beyond the words written on your complaint form

Have a meaningful conversation with the organisation you are unhappy with and help repair damaged relationships

Feel more involved in the process when you and the organisation you are complaining about have a say on the outcome of your complaint.

This is the first mediation session I have been involved with and your approach put me very much at ease.

Complaints manager at an organisation

## Further information



If you would like to know more about our mediation service contact us on 0345 015 4033 or visit our website at [www.ombudsman.org.uk/mediation](http://www.ombudsman.org.uk/mediation)