



Public Service

Ombudsman

Financial remedy



Information about getting paid some money if a service gets things wrong

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Ombudsman

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Who we are



Public Service
Ombudsman

We are the Public Service Ombudsman.



We look into **complaints** that are about the NHS in England or services that are run by the UK government.



For example, the job centre or the **DVLA**. The **DVLA** is the service that gives out driving licences.



A **complaint** is when you are not happy about something and you tell someone about it.



If someone tells us about their complaint, we might be able to look into it.



We want the service to try to put things right. But sometimes this is not possible.



We might decide that the service should pay some money to the person instead.
This is called a **financial remedy**.

Deciding how much the service should pay

When we decide how much money a service should pay, we look at:



- what the complaint is about, what went wrong and how it happened



- what the service did to put things right



- how the complaint affects the person and how it made them feel



- how much money other services have paid for similar complaints



- how much money the law says should be paid for complaints.



We have a list of different types of complaints.

The list says how much money services should pay.



The more serious the complaint is, the more money the service should pay.



The person can say no to the money, if they want to.

Using our list

The list helps us to:

- make sure we are being fair to services

and

- be honest and open with people who use our service.



List	
1 —	4 —
2 —	5 —
3 —	6 —

Our list is split into 6 levels.

Level 1 is for small complaints.
Level 6 is for the most serious complaints.



We look at a complaint and decide which level it is.

Then we decide how much money the service should pay.



It is really important to look carefully at how the complaint affects the person's life.

This is because the same complaint can affect different people in different ways.

Complaints about a death



Sometimes a service might do something really wrong.



For example, a hospital might give really bad care or treatment.

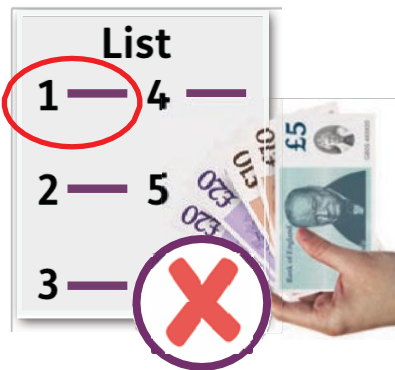
This might cause a person to die or have less chance to live longer.



If this happens, the service should always pay some money to the person or their family.

List of complaints

Level 1 complaints



How much money the service should pay:

Services do not need to pay any money for Level 1 complaints.



They should say sorry to the person.



Complaints at Level 1 are about things that:

- have only happened 1 time

or

- only affect the person for a short time. This might be up to 2 weeks.





This could be things like:

- a mistake being made in a letter

or



- an appointment being cancelled.



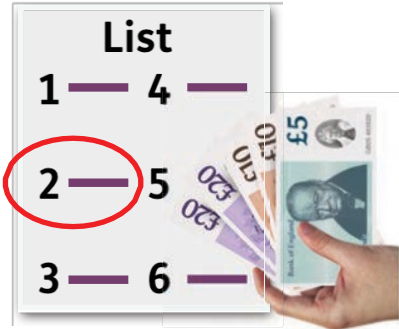
How the complaint affects the person:

The person might feel annoyed, frustrated or worried.



They can still carry on with their day to day life.

Level 2 complaints



How much money the service should pay:

£120 to £550



Complaints at Level 2 are more serious than Level 1.



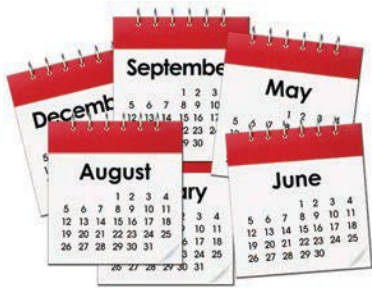
A Level 2 complaint might be things like:

A doctor gives a person an injection in their foot instead of their arm.



The person still gets the treatment they need but not in the way they planned.

How the complaint affects the person:



Complaints at Level 2 affect the person for a short time. This might be up to 6 months.



The person might feel upset, worried or cross.



They can still mostly carry on with their day to day life.

Level 3 complaints

How much money the service should pay:

£600 to £1,200



Level 3 complaints might be things like:

A doctor takes too long to find out what is wrong with a person.



How the complaint has affected the person:

The person might feel stressed, worried or upset.



This might cause them to:

- not be able to sleep





- not be able to do their job properly



- take more drugs or alcohol to help them cope.



Level 3 complaints might affect the person for 6 to 12 months.

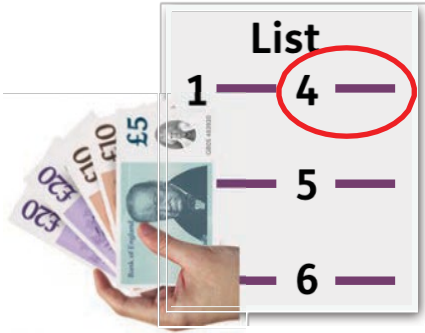


Once the complaint is solved, the person should start feeling like themselves again.

Level 4 complaints

How much money the service should pay:

£1,250 to £3,700



Level 4 complaints might be things like:

An **immigration** service takes a very long time to decide if a person can stay. This could be more than 2 years.



Immigration is when someone comes to a different country and asks to live there.

How the complaint has affected the person:

12 months or more						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Complaints at Level 4 affect the person for 12 months or more.



The complaint takes over the person's life.



They find it hard to live their day to day life.



The person is still affected even after the complaint is solved.

Level 5 complaints

How much money the service should pay:

£3,750 to £12,450



Most complaints at Level 5 are about serious health problems.



The person might have:

- pain or illness that lasts more than 1 year



- an operation when they might not need one



- less chances in life. For example, the person can't go to university or get a job anymore



- less chance of living longer.

How the complaint has affected the person:



These complaints affect the person a lot. They find it hard to live their day to day life.

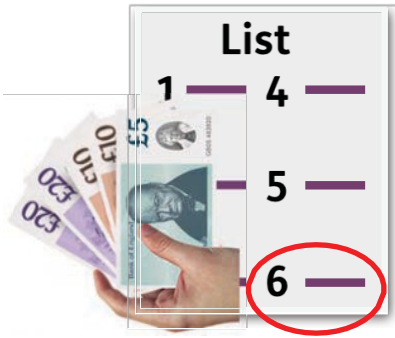


Even after the complaint is solved, the person is still affected for a very long time.

Level 6 complaints

How much money the service should pay:

£12,500 or more



These are the most serious complaints. They include things like:

- a person dying because of something the service has done



- a person becoming disabled



- a person not living as long as they should have done



- pain that cannot be treated and will last for a long time



- a very serious injury.



How the complaint has affected the person:

Level 6 complaints cause people's lives to change. They cannot go back to how they were before.



The person is affected by the complaint for the rest of their life.



The complaint affects the person in lots of different ways. It might affect their mental health.

This will last for a very long time.

Contact us

For more information or if you have any questions, you can contact us:



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