



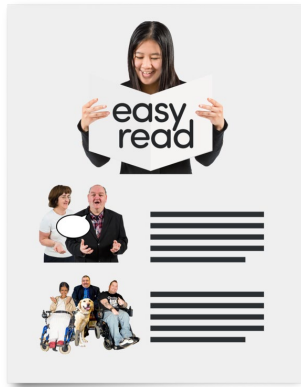
Public Service

Ombudsman

Our mediation service



How we can help you talk to
the organisation you are
complaining about



What is this leaflet about?



We are the Public Service Ombudsman.
Our job is to look at **complaints** about organisations, like government departments and the NHS.



A **complaint** is when you tell an organisation you are not happy about something.



We understand that complaints are about real problems and emotions.



That is why we have a **mediation** service.

Mediation is a way to solve problems.



Mediation is when you and the organisation you are complaining about talk to each other to try to fix the problem together.



This is done with one of our workers there too.

The worker is called a **mediator**.



The **mediator** is a special worker who helps to make sure everything is fair and safe for everyone.



Mediation can be more relaxed and quicker than other ways of sorting out a complaint.



You do not need lots of paperwork or evidence.



Mediation can fix broken relationships.



It helps you work well with the organisation again.

This is important if you need to talk to them again in the future.



How does mediation work?



In **mediation**, we do not decide who is right or wrong.

We do not take sides.



It is important that everyone involved respects each other.



You can bring a member of your family, a friend or an advocate with you to the meetings.



We usually have meetings by video calls.

Or we can meet somewhere or talk on the phone.



After the meetings, if you and the organisation have agreed how to fix the problem, we will send you both a letter.
We will then close the case.



If you do not agree, we will decide what to do next.



We will do our normal investigation if we need to.

Find out more



Contact us if you have any questions or want more information about **mediation**.



Call us: **0345 015 4033**



Visit our website:
www.ombudsman.org.uk/mediation