

Public Service

Ombudsman

What is mediation?

Mediation lets you work directly with the organisation you're unhappy with to resolve your complaint.

Instead of giving our view, we facilitate meetings to help both sides reach a practical solution, without a formal investigation.

We usually meet by video call, but you can discuss alternatives with your mediator. Our 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

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

Have
a satisfying
experience when you
and the organisation
you're unhappy with
have a say on the
outcome of your
complaint

Express
yourself beyond
the words
written on your
complaint form

**"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