Public Service Ombudsman

Guidance for MPs and MP caseworkers

We independently investigate complaints about the NHS in England and UK government services. **Our service is free and open to everyone.**

How your role as an MP links with ours

Constituents can complain to us directly about the NHS in England, or their experience as a victim under the Victims' Code.

For complaints about UK government services, such as government departments, agencies and regulators, the law requires an MP referral before we can accept them.

You have an important role to play in helping people reach us when they need to.

We get over 35,000 complaints each year but only 27% on average are about government services.

Most complaints we receive without a correct MP referral never reach us again

How to refer complaints to us

1. Make sure your constituent has complained to the organisation they are unhappy with first and got a final response.
2. Check they have come to you within 12 months of first becoming aware of the issue, and that it's in our remit.
3. If their complaint form is complete, sign it and send to us. If needed, support them to complete the form.

Services we can offer you

Constituency complaints report

Learn about the complaints we receive from your constituency and deep dive into any common or unique trends in your area.

Complaint Champions workshops

Learn the fundamentals of how to refer a complaint and your statutory role in the process.

Parliament drop-ins

Speak to the Ombudsman and senior caseworkers about specific cases, themes or our statutory reports.

For service enquiries or questions for our Public Affairs team, contact **publicaffairs@ombudsman.org.uk**

Scan to read more information for MPs on our website **www.ombudsman.org.uk/information-for-mps**
To submit complaints or ask about specific cases email **mp@ombudsman.org.uk** or call our MP helpline: **0300 061 4953**

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