



Our Service Charter

Easy
Read



This is our Service Charter.

It tells you:

- what we promise to do if you ask us to look at your complaint
- what we need you to do

It will help us do our work in the best way.

A bit about who we are and what we do



We are the Parliamentary and Health Service Ombudsman.



We look at complaints about the NHS, the UK Government and some other groups.



A complaint is when you say you are not happy with something.

For example, if you think you got bad care from a doctor or hospital.



You have to complain to the people you are unhappy with first before you come to us.



We may be able to look at your complaint if you are not happy with the answer they give you.



We make a final decision about complaints.

Our Service Charter



This bit tells you:

- what we will do if you ask us to look at your complaint
- what we need you to do

What we will do

1. Giving you the information you need

We will:

- 1** tell you what we can and cannot do about your complaint



- 2** tell you how we do our work and what information we need from you

We will:



- 3 try to tell you someone else who can help, if we cannot look at your complaint



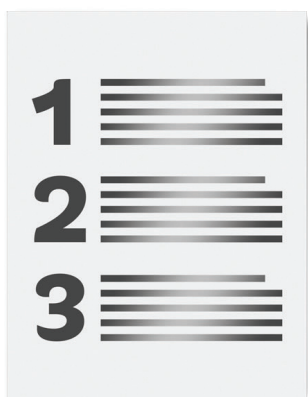
- 4 keep you up to date with what we are doing about your complaint

2. Being fair and honest

We will:



- 5 listen to you to make sure we understand your complaint



- 6 tell you what we will look at with your complaint
- 7 tell you how we will do our work

We will:



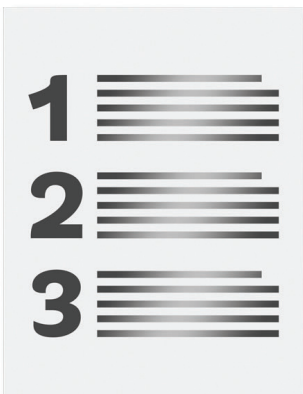
- 8 get all the information we need from you and others before we make our decision

- 9 tell you what we can about what we find out



- 10 look at the information from you and the group you complained about and make our decision in a fair way

We will treat everyone equally



- 11 tell you why we made our decision and how we made it

3. Working with you in a good way

We will:



- 12** be polite and treat you in a good and fair way



- 13** tell you our decision about your complaint as soon as we can



- 14** make sure our service is easy for you and give you support and help if you need it



- 15** look after the information you give us

4. Doing what we promise

We will:



16 listen to what you say about our service and use it to make things better



17 say sorry if we do something wrong and work to make things better



18 put information on our website about how we are doing and tell Parliament about this too

Parliament make laws for the country

5. Helping make services better for everyone

We will:

- tell Parliament, the groups we look in to and others what we learn

This will help make services better



- share good things we see as well

What we need you to do



We need you to:

- complain to the people you are unhappy with first so they have a chance to make things better



- treat our staff in a good and fair way



- give us all the information we need as soon as you can



- give us all the information we need as soon as you can



We need you to:

- understand that we may not always be able to do what you want us to



- understand that we have to do our work in a way that is fair to everyone

This means you and the group you complained about

We have to decide what questions and information we need to look at

The group you complained about needs to:



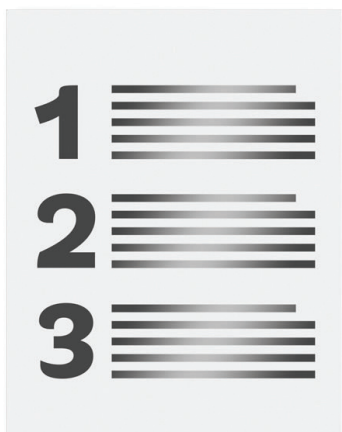
- give you a clear final answer about your complaint



- tell you about us when they send you a final answer to your complaint



- treat you and us in a good and fair way
- work with us to sort out the complaint quickly and in the best way possible



- give us all the information we ask for as soon as possible

- show you and us what they have done about the things we want them to do

To find out more about our work



There is more information about how we look at complaints on our website:

www.ombudsman.org.uk



You can phone us on **0345 015 4033**