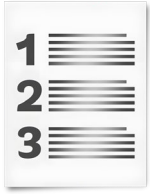




Parliamentary
and Health Service
Ombudsman

How we make sure everyone is treated fairly





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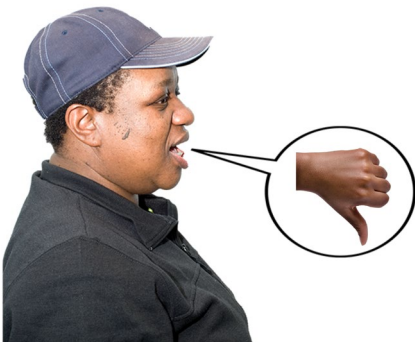
Who we are



We are called the Parliamentary and Health Service Ombudsman.



We look at **complaints** about UK government services and the NHS in England.



A **complaint** is when someone is unhappy and tells an organisation about it.



What this leaflet is about



Everyone should be able to make a complaint if they need to.

It should not matter who you are or where you come from.



We follow 2 important laws to make sure everyone is treated fairly.



These laws are called:

- the Equality Act 2010
- the Human Rights Act 1998.



The laws tell us about important things called **protected characteristics**.



Protected characteristics are things like your age, disability, gender identity, marriage, pregnancy, race, religion or belief, sex, and sexual orientation.



It is important we think about these things to make sure our services are fair for everyone.



This leaflet tells you how we think about these things when we do our work.



We have a plan for 2026 to 2031 that will make our services better.

You can read this Easy Read plan on our website.



The plan says what we are going to do for the next 5 years.



Our plan has 3 main **goals**.

A **goal** is what we want to do to make sure our plan works well.



We need to think about how our goals are fair to everyone.



Our goals (what we want to do)



Goal 1 is to make an **impact** on public services.

Impact means make a big difference so that things get better.



Goal 2 is to make sure people who use our service have a good experience with us.



Goal 3 is to make more **awareness** about us.

Awareness means more people know who we are and what we do.



Goal 1 – make an impact



The information we read in complaints shows what problems are happening all over the country.



We can look at this information to find out what the big problems are that lots of people are having.



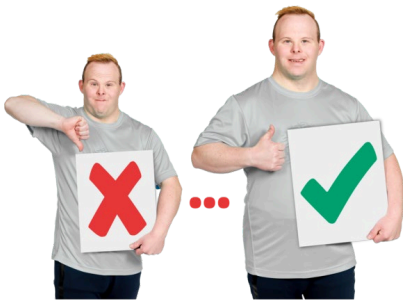
We want to show this information to the NHS and the government. They can make important decisions about our public services to make them better.



We wrote a report in 2024 about the **Windrush Compensation Scheme** and the complaints people were making about it.



The **Windrush Compensation Scheme** was set up by the government to help people who lost money because they could not show they had a right to live in the UK.



The report helped to improve the service and stop the same problems from happening again.



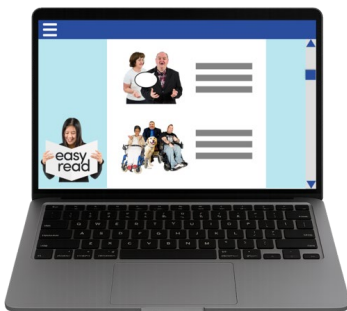
This shows we are working hard to make services fair for everyone.



Goal 2 – good experiences



We want our service to be easy to use and easy to understand, for everyone.



We will make our website easy to use.
We want people to find information quickly and know what they need to do next.



We will also make sure people can use our service without a computer.
This makes it fair for everyone.



We shared a story with the newspapers about a complaint from a Deaf woman. She was unhappy with a hospital not arranging **BSL interpreters** for her father.



A **BSL interpreter** is someone who helps Deaf people and people who do not use sign language to talk to each other.



We asked the hospital to pay the woman some money to say sorry and to make its service better so it did not happen again.



This shows we are working hard to make services fair for everyone.



Goal 3 – more awareness



We want to make sure people who need us most know who we are.

These people might have a complaint but do not know we can help.



Things like your age, ethnicity and where you live might be why people do not know about us.



We will learn more about the people who do not use our service.

This will help us find out what they need.



We shared a story with the newspapers about a disabled man.

His disabilities meant he could not speak to doctors at the hospital about his health and the treatment he needed.



He sadly died as he did not get the medicine he needed in time.



We asked the hospital to pay the man's mother some money to say sorry and to make its service better so it did not happen again.



This shows we are working hard to make services fair for everyone.

Find out more



You can contact us to find out more about how we make sure everyone is treated fairly.



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