



Parliamentary
and Health Service
Ombudsman

How we make sure everyone is treated fairly





Who are we?



We are the Parliamentary and Health Service Ombudsman (PHSO).



Our job is to look at **complaints** about organisations, like government departments and the NHS.



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



Everyone should be able to make a complaint. It should not matter who you are, how you see yourself or where you come from.



We follow two important laws:

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

These laws help make sure everyone is treated fairly.



We care about important things like age, disability, religion or beliefs, race, gender identity, marriage, pregnancy, sex, and sexual orientation.



These are called **protected characteristics**.



Why have we written this paper?



We have a plan for 2025 to 2026 that will make our services better.

We want to do three things better.

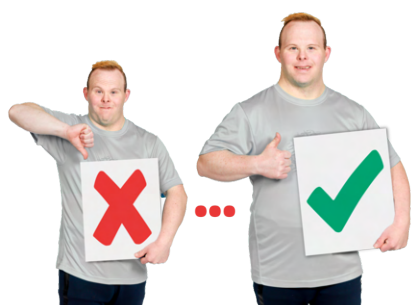


1. Make it easier for people to use our service.

2. Make using our service a better experience.



3. Check if our work is making a difference to public services.



1.

Make it easier for people to use our service



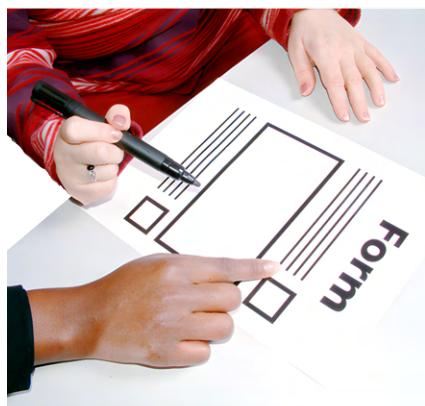
Some people find it harder to complain.

We want our service to be fair and not have anything that stops people coming to us.



Different groups of people face issues with public services.

We want to help them complain more easily.



Some people find it hard to complain because of filling out forms and problems with language.

We will try to help these people.



2.

Make using our service a better experience

What do you think?

Do you think the idea is a good one?

Yes ☐

Not sure ☒

No ☐

We will listen to what people say to help us get better.

This helps us to understand how people feel and why being kind is important.



We know some people find it hard to talk on the phone or write letters.

So we are making it easier to complain online.



Not everyone can use the internet.

We can help the people who need extra support.



3.

Check if our work is making a difference to public services



We look at problems that affect lots of people.

We use what we learn to help stop the same problems from happening again.



We will check to see if people with **protected characteristics** have had the same problems as each other.



We will share more information about the complaints we look at.

We hope this helps services learn and get better.

Find out more



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



Phone **0345 015 4033**



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