



How we look into complaints

Step 1



When you first tell us about a complaint



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Parliamentary
and Health Service
Ombudsman

Who we are



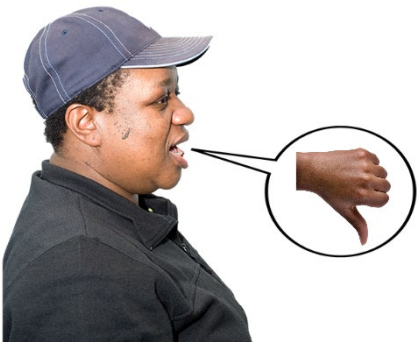
We are called the Parliamentary and Health Service Ombudsman.



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.



Parliamentary
and Health Service
Ombudsman

What we do



We help people who are still not happy after they have complained to an organisation about something.



You might not be happy with what the organisation said about your complaint.



Or you might not be happy with how the organisation looked at your complaint.



You can tell us about your complaint.

We might be able to help.



We do not take sides.

We will treat you fairly.

And we will be fair to the organisation you are complaining about.



It will not cost you any money to use our service.

Our service is free.



Complaints we can look at



We can look at complaints that are about the NHS in England.

For example, hospitals, doctors' surgeries and dentists' surgeries.



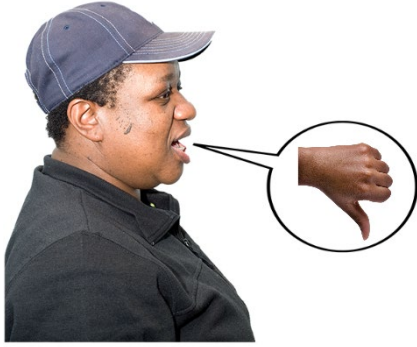
We can also look at other organisations that provide us with public services.



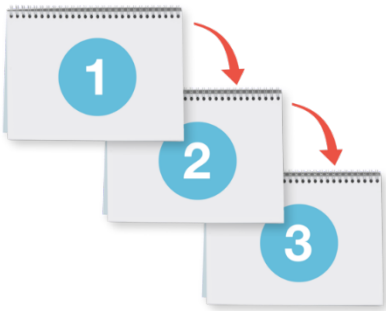
For example, the **DVLA**.

The **DVLA** is the service that gives driving licences to people.

Other examples are benefits offices and passport offices.



What happens when you tell us about a complaint



When we look at a complaint, we follow 3 important steps.



This leaflet tells you about Step 1. Step 1 is what happens when you first tell us about a complaint.



After you have read this leaflet, you can read the other leaflets about Step 2 and Step 3.



What we will do in Step 1



First, we find out if we can help with your complaint.



We check to see you are complaining about an organisation we can look into.



We will also look at what your complaint is about and if the law says we can help.

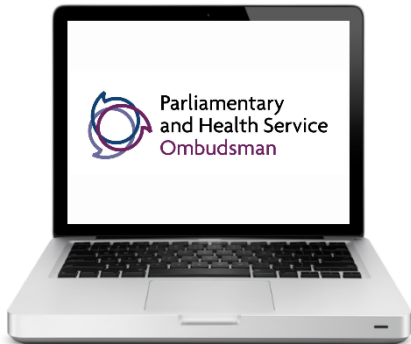


We will check you have sent your complaint to the organisation you are not happy with first.

This is so it has a chance to put things right for you.



The organisation should have sent you a letter or an email to say they have finished looking at your complaint.



If you have not sent your complaint to the organisation yet, our website has information about who can help you with this.



For example, charities like POhWER or Voice Ability might be able to help you.



If the organisation you are complaining about is a government service, we need to check your **MP** sent us your complaint.



MP is short for Member of Parliament.

Your MP speaks up for people living near you and tells the government what people need.



If the organisation you are complaining about is an NHS service in England, you do not need to speak to your MP.



We will tell you if there is anything else you need to do when you bring your complaint to us.



After looking at your complaint, we will decide if we can help you or not.



If we cannot help you, we will tell you why.



We will say if we think someone else could help you instead.



If we think we can help you, we will move your complaint to Step 2. Step 2 is when we find out more about your complaint.

Find out more



You can contact us if you have a question about making a complaint.



Email

phso.enquiries@ombudsman.org.uk



Phone

0345 015 4033



Website

www.ombudsman.org.uk



There are easy read leaflets about Step 2 and Step 3 on our website.