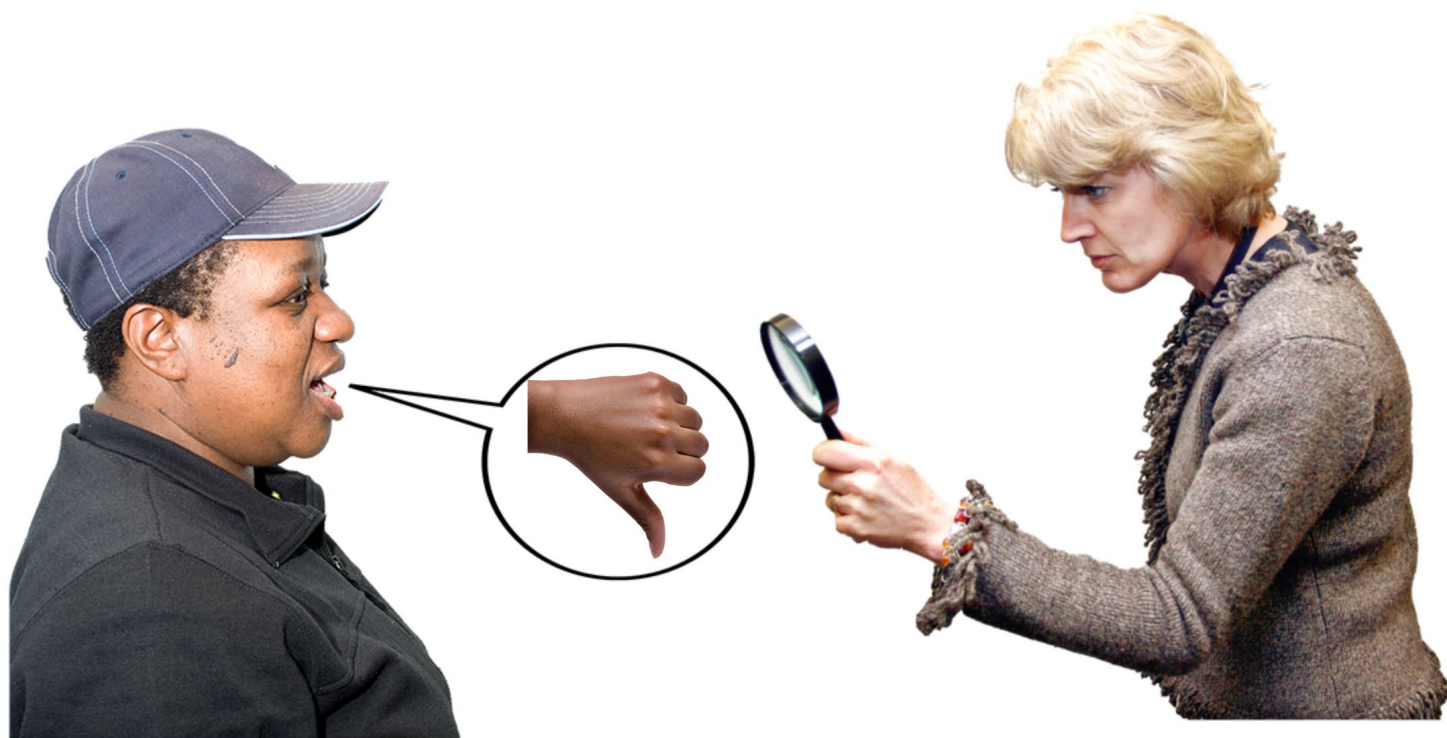


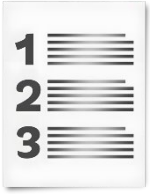


# How we look into complaints

## Step 2



## Looking more closely at your complaint



# Contents page



What we will do in Step 2

Page 3



Important things we think about Page 5



What happens next

Page 10



Find out more

Page 12



# What we will do in Step 2



If your complaint moves to Step 2, we will give you a **caseworker**.

A **caseworker** is the person who will look at your complaint.



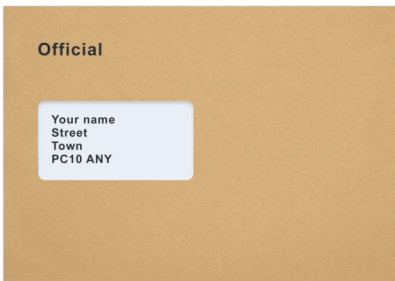
Your caseworker will read all the information about your complaint very carefully.



Your caseworker will find out what you are not happy about and how the problem made you feel.



Your caseworker will ask you what you want to happen next.



Your caseworker might ask you for some more information.

Things like letters you have from the organisation you are complaining about.



When your caseworker has all the information about your complaint, they will think about some important things.



These important things will help your caseworker decide if we can help you or not.



# Important things we think about



Important thing 1 is we look at why you decided to complain. We think about if the organisation did something wrong and how this affected you.



We look at what the organisation did to try and fix the problem for you. And we think about whether it needs to do more.



Important thing 2 is we look at when the problem happened.



The law says you must complain to us within 12 months of when you knew about the problem.



If it took longer than 12 months to complain to us, we need to think about why it took you longer.



3

Important thing 3 is the law says we cannot look at some complaints. This might be because a court could help you better than we can.

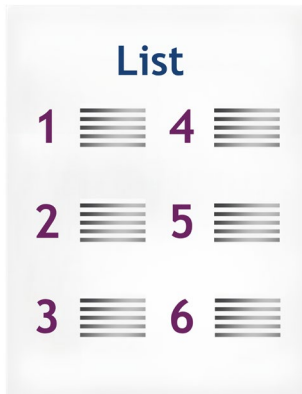


We will talk to you if we think a court could help you better. We will talk about how much time and money this might cost you.



Important thing 4 is we check how serious your complaint is.

We have a way of working this out using a special list.



The list has different types of complaints in it.

The list is split into 6 levels.



Level 1 is for small complaints.

Level 6 is for the most serious complaints.



We look at your complaint and decide which level it is.

This makes sure we are being fair to everyone.



Important thing 5 is we check if your complaint is about the same thing that other people are complaining about too.



This might mean that the problem you are complaining about will affect lots of people.



Important thing 6 is we check if your complaint is about something to do with a **protected characteristic**.



A **protected characteristic** is important things like age, disability, religion or beliefs, race, gender identity, marriage, pregnancy, sex, and sexual orientation.



Important thing 7 is we look at how many other complaints we have to check at the same time.



We will check to see if there is a quicker way to fix your complaint.



If there is a quicker way to fix your complaint, we will tell you about it.



# What happens next



When we have finished looking at the important things in your complaint, we will decide if we can help you or not.



If we do not decide to carry on looking at your complaint, we will tell you why.



If we do decide to carry on looking at your complaint, we will move your complaint to Step 3.



Step 3 is when we do our **investigation.**



**Investigation** means looking at all the information about your complaint.

Then we decide if something went wrong or not.

# Find out more



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



## Email

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)



## Phone

0345 015 4033



## Website

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)



There are easy read leaflets about Step 1 and Step 3 on our website.