

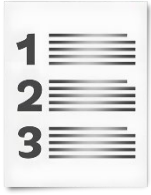


How we look into complaints

Step 3



Doing our investigation



Contents page



What we will do in Step 3 Page 3

Stage 1

Stage 1 Page 4

Stage 2

Stage 2 Page 5

Stage 3

Stage 3 Page 6

Stage 4

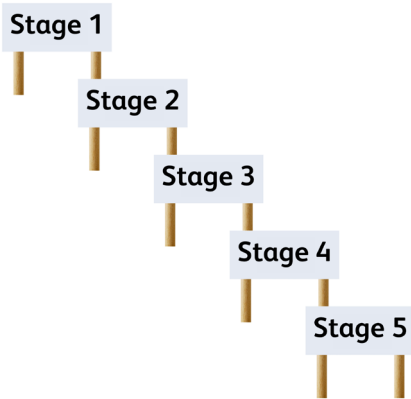
Stage 4 Page 8

Stage 5

Stage 5 Page 9



What we will do in Step 3

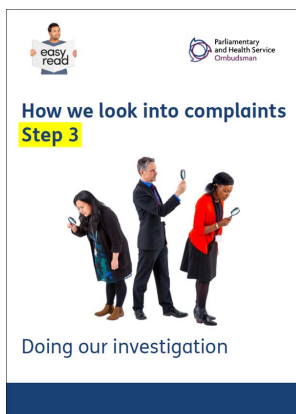


Step 3 is split into 5 parts called **stages**.

The **stages** are things we need to do in the right order to do our work.



We will let you know what is happening with your complaint and what stage your complaint is at.



This leaflet tells you what we do in the 5 stages.

Stage 1

Stage 1



Stage 1 is when we start our **investigation**.

Investigation means looking more closely at your complaint.



Your caseworker will contact you to tell you how we will do our investigation.



Your caseworker will also tell you how long it might take to complete the investigation.

Stage 2

Stage 2



Stage 2 is when we get all the information we need to look at your complaint properly.



We will collect all the documents about your complaint.

Things like letters, forms and emails.



We might need to ask an **expert** to help us understand some of these documents.

An **expert** is someone who knows a lot about something.

Stage 3

Stage 3



Stage 3 is when we look at all the information about your complaint.



First, we think about what should have happened.

We will look at what the law says and listen to what the expert tells us.



Then, we will think about what did happen.

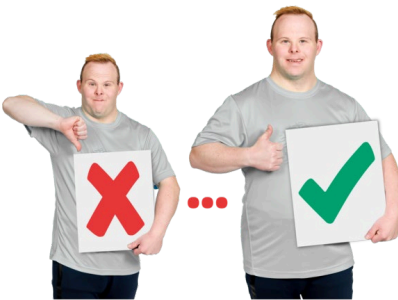
We look at what you have told us and what the organisation has told us.



If the organisation you are complaining about did get things wrong, we look at how this has affected you.



We will also look to see how it affected your family or anyone else involved in your complaint.



Then, we will look to see if the organisation has already tried to fix things for you.



We will think about whether the organisation needs to do anything else.

Stage 4

Stage 4



Stage 4 is when we tell you what we think about your complaint.



We will say if we think the organisation made a mistake or not. We will send you this in writing too.



You and the organisation can tell us what you think before we make our final decision about your complaint.

Stage 5

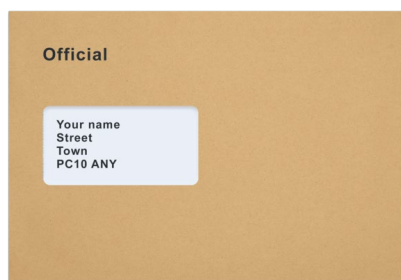
Stage 5



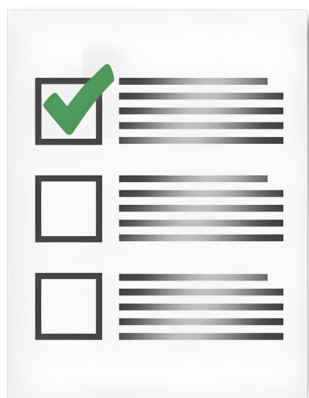
Stage 5 is when we give you a final decision about your complaint.



We will write a report.
The report will say what we have decided.



We will give you and the organisation you are complaining about a copy of the report.



If we think the organisation you are complaining about should do some things to fix your problem, we will tell them what to do.



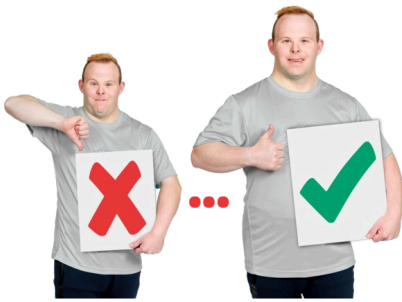
We might ask the organisation to say sorry to you.



We might also ask the organisation to give you some money to say sorry.



Read our Easy Read leaflet about getting paid some money if an organisation gets things wrong.



We might also ask the organisation to do something to show it has learned from your complaint.



This might be making a plan to get better and stop the problem happening again to anyone else.



If we have said the organisation needs to do any of these things, we will check they do them.



This is then the end of our investigation and your complaint is closed.

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 1 and Step 2 on our website.