



Our strategy 2025 to 2026



Who are we?



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



We look at **complaints**
about the government
and NHS.



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



What is this paper about?

This paper explains our new **strategy** (a plan to make our services better).



Why have we written this paper?

We spoke to **lots of people** to help us write it.



We asked what they thought about our **last strategy (from 2022)**.



People said it was good but needed to be **clearer** and **easier to understand**.



Our goals

(what we want to do)



Help people find us easily and tell us if something went wrong.



Treat everyone fairly and improve how we talk to them.



Use **new technology** to update people on their complaints.



Make **faster decisions** and offer support online or by phone.



Help organisations learn from complaints and improve services.



Share more information about our decisions.



How will we reach our goals?

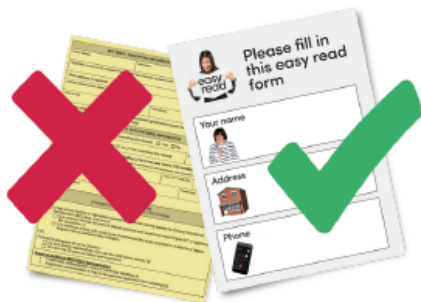
Hire **80 new staff** and train them well.



Listen to staff and make sure they care about helping people.



Use the **best new technology** to work better and faster.



Improve how we collect and share information.



Make sure people **understand what we do** and our decisions.



Speak up when things go wrong and suggest improvements.



Build strong relationships with advice organisations.



Work with **Parliament's PACAC group**, which helps set our rules.

Find out more



You can contact us to find out more about our strategy.



Phone: **0345 015 4033**



Email:
phso.enquiries@ombudsman.org.uk



Glossary



Complaint - When someone tells an organisation they are unhappy about something.



Ombudsman - A person or group that looks at complaints about services, like the NHS or government.



Strategy - A plan to help us improve our work over time.



Goal - Something we want to achieve (also called an objective).



Service - The help or support an organisation gives to people.



Technology - Computers and online tools that help us work better.



Decision - A choice we make after looking at a complaint.



PACAC - A special group in Parliament that helps check our rules and work.



Business plan - A document that explains what we will do to meet our goals.