HC-UK presentation abstract 3rd November 2022

The NHS Complaint Standards

This presentation will discuss the Parliamentary and Health Service Ombudsman (PHSO), including who the [Ombudsman](https://www.ombudsman.org.uk/about-us/who-we-are/board/members-board/executive-chair) is, PHSO [podcasts](https://www.ombudsman.org.uk/search-results/podcasts) and figures from PHSO’s [annual report](https://www.ombudsman.org.uk/publications/annual-report-and-accounts-2020-2021) about who comes to the Ombudsman. Further information about these is available on the Ombudsman’s [website](https://www.ombudsman.org.uk).

PHSO’s complaint process is next, with information about what happens when a complaint arrives at PHSO, and how staff decide whether to accept a case for investigation and other available options, including mediation and early resolution.

Finally, the NHS Complaint Standards, how PHSO developed them, what they mean for complaints teams and divisions and primary care.

Web addresses for the Complaint Standards are:

NHS Complaint Standards: [Welcome to the Parliamentary and Health Service Ombudsman | Parliamentary and Health Service Ombudsman (PHSO)](https://www.ombudsman.org.uk/)

Model complaint handling procedure: [Model complaint handling procedure for NHS Services in England | Parliamentary and Health Service Ombudsman (PHSO)](https://www.ombudsman.org.uk/organisations-we-investigate/nhs-complaint-standards/model-complaint-handling-procedure-nhs-services-england)

Complaint handling guidance: [Complaint handling guidance | Parliamentary and Health Service Ombudsman (PHSO)](https://www.ombudsman.org.uk/organisations-we-investigate/nhs-complaint-standards/complaint-handling-guidance)

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