Abstract for HCUK conference 18 August 2021

*Good local complaint handling and the NHS Complaint Standards*

In this presentation, Jo Power, one of the Liaison Offices at the Ombudsman’s Office, discusses the role of the Parliamentary and Health Service Ombudsman (PHSO), shares good practice around local complaint handling and the latest news of the NHS Complaint Standards.

Jo initially explains how the PHSO works and makes decisions on the complaints it receives. She will then discuss some of the key things people want when making a complaint. Jo ends her presentation by talking through the NHS Complaint Standards, why PHSO and NHS and patient organisations developed them, the pilot and early adopter project and where to find more information.