Jo has worked at the Parliamentary and Health Service Ombudsman’s office for a total of 8 years in a variety of roles from Copy Editor to Liaison Officer. She currently works in the Ombudsman’s Liaison Team, responsible for working with NHS organisations throughout England to ensure they understand the work of the Ombudsman’s office and to promote effective working relationships and good complaint handling. She is also part of the team leading on the development of a new national Complaint Standards Framework for the NHS in England that will be launched in 2021.