**Spectrum Community Health CIC is a social enterprise focused on tackling health inequalities by providing healthcare to the vulnerable and from marginalised communities.**

**Spectrum Community Health delivers integrated offender health services in health and justice, alongside community substance misuse services and integrated sexual health services across North of England.**

**We are pleased to take part in the NHS Ombudsman Pilot 2021-2022 as it offers us opportunity to ensure our complaints process are of the best standards while being patient focused and supporting staff with training.**

**This presentation offers an opportunity to reflect on what has gone well and the barriers we have encountered so far.**