

FOI184 Response

Request

From 1 January 2019, please provide all recorded information you hold on (1) changes made by the PHSO to how they investigate complaints against you and to (2) changes in the start date of PHSO investigations.

Please also provide all recorded information you hold concerning the impact or potential impact of the changes.

Response

Any changes made by the PHSO for investigating complaints is not specific to an organisation, rather a standard that is applied across the board.

Information on how the PHSO investigate a complaint or changes to the way they investigate a complaint can be found on the PHSO external website, for further details please click on the link below.

Link: <https://www.ombudsman.org.uk/making-complaint/information-advocates-and-representatives/helping-people-use-our-service/can-we-investigate-organisation-or-issue>

With the above in mind, there are no explicit changes made by the PHSO on how they will proceed to investigate complaints against the Trust.

However, the Trust has built within our internal Complaints Policy information from the PHSO to ensure adherence to the handling standards desired from the ombudsman.