

Research on barriers to complaining

Identifying the issues and moving towards solutions

Alastair Galbraith, Research and Evaluation Manager

Parliamentary and health service ombudsman (PHSO)

What does PHSO do?

- Makes final decisions on complaints that haven't been resolved by the NHS in England, or UK government departments and some other UK public organisations.

How do we process complaints?

- Step 1 (intake)
- Step 2 (assessment)
- Step 3 (investigation)



Identification of trends

Least likely to progress  Most likely to progress

- Black and Asian
- Individuals with disabilities
- Lower socio-economic groupings

- White British
- Individuals without disabilities
- Higher socio-economic groupings



Moving towards a better understanding of trends

Which groups of people ... :

- ... are more likely to have a **greater need** of PHSO's service?
- ... are less likely to **raise a complaint**?
- ... have **lower awareness** levels of the Ombudsman?
- ... face more **challenging barriers** when raising a complaint?



Priority groups

- 18-29 years old
- 60-69 years old
- Low-income households
- Ethnic minority backgrounds
- Disabilities or long-term health conditions
- Those with 3 or more children



Why don't people complain?

- Nothing changes (45%)
- Wouldn't be taken seriously (28%)
- Would have a negative impact on services received in the future (28%)



Motivations to complain

- Ensuring failures that led to the complaint are rectified (93%)
- Ensuring others don't face the same issues in the future (91%)
- Receiving an apology (72%)
- Receiving financial compensation (32%)



Outreach activities

- Roundtable discussions
- Working group networks
- Additional focused research
- Complaint champions
- Roadshows



Thank you



E-mail

Alastair.Galbraith@ombudsman.org.uk



Phone

0300 061 4203



Website

www.ombudsman.org.uk



Independence



Fairness



Excellence



Transparency