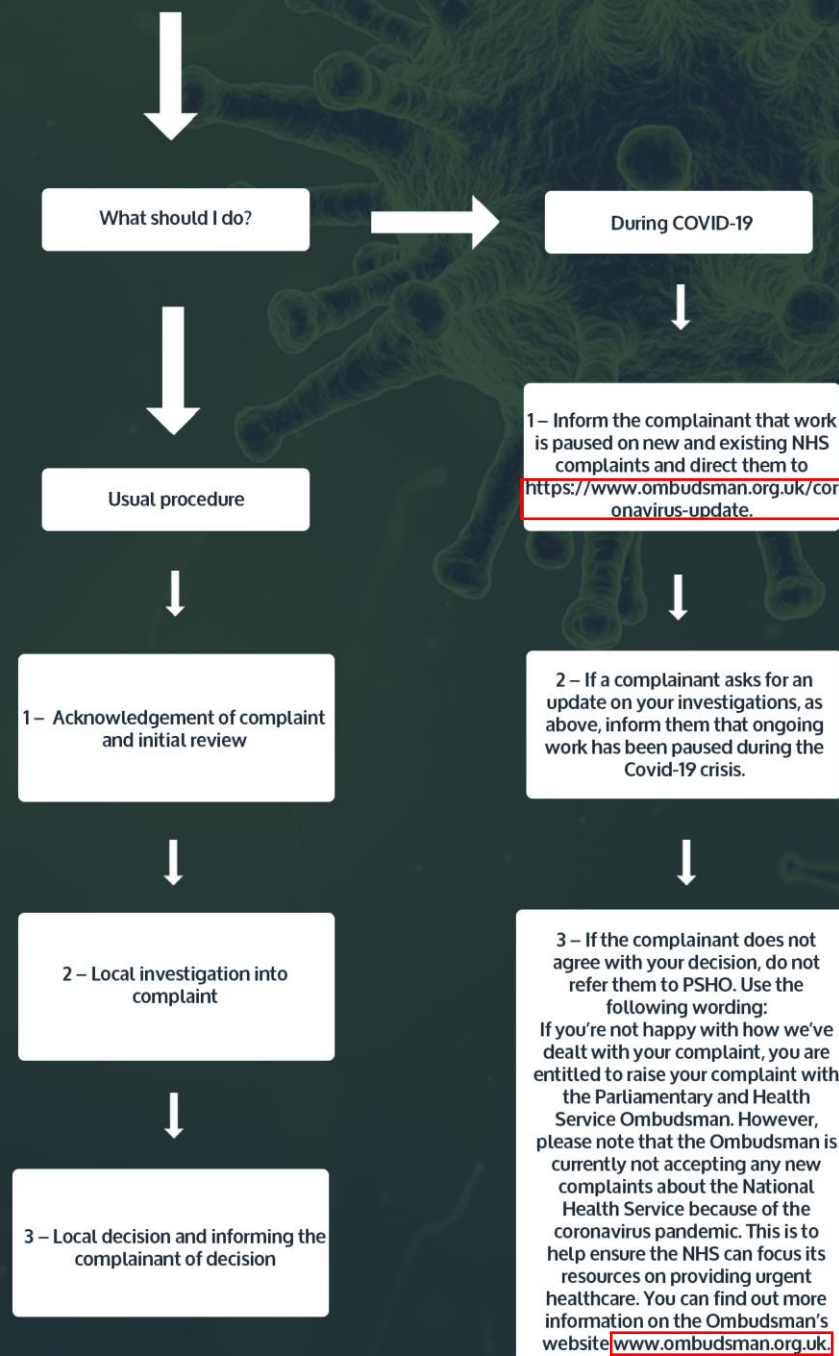


Coronavirus: Information for Complaint Handling Teams

From 26/03/20, the Parliamentary and Health Service Ombudsman ("PHSO") will not accept any new health service complaints, nor progress existing ones where contact with required with the

EXCEPTIONS

Vulnerable people who may be distressed by work being paused on their complaint: appropriate action will be taken, and people will be signposted to organisations which can provide support



Updated 30/3/2020. All information correct at the time of publishing and is subject to change.

Please get in touch with us for more detailed advice.

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