

This document sets out the public commitments and service standards that customers can expect.

Commitments	Standards	Indicators
We will communicate effectively with you	Respect and dignity	We will treat you courteously, respectfully and with dignity We will work with you without discrimination or prejudice
	Keeping you informed	We will explain our investigation process to you
		We will keep you informed of progress and tell you what needs to happen next at each stage, including what we need from you
		We will always tell you who you can contact if you have any questions
	Timeliness	We will deal with your complaint in a timely manner, taking into account the complexity of the case and the time needed to investigate it
	Clarity	We will be as accurate, plain and clear as we can in our communications, and will avoid using jargon
	Accessibility	Our service will be easily available and accessible to you
We will work with you flexibly to understand and meet your individual needs, including working with representatives and other service providers to support you through our service		
Understanding	We will listen to what you want from us and ensure we understand your complaint. If you are complaining about an organisation we cannot consider complaints about, we will direct you to someone who can help	

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We will work in an open and fair way	Transparency	<p>We will publicise information about the Ombudsman, who is in charge of decisions on complaints, their background and the rules they operate under</p> <p>We will provide you with information about explaining the approach we take to handling complaints</p>
	Fairness	<p>We will consider all information provided by you and the organisation complained about before a decision is reached</p> <p>Our decisions will be based on and take account of all the relevant evidence</p>
	Impartiality and independence	<p>We will make decisions on cases on the independent evaluation of the evidence provided to us by all relevant parties alone</p>
We will carry out our duties competently and responsibly	Expertise	<p>We guarantee that the Ombudsman (or most senior office holder) in charge of the decision on your complaint has the relevant knowledge and skills to make that decision</p>
	Explaining our scope	<p>We will clearly explain what we can consider, any restrictions that apply, and outcomes that we can or cannot achieve</p>
	Reaching sound outcomes	<p>We will clearly explain our reasons for our decisions to you</p> <p>We will ensure remedies are proportionate, appropriate and fair</p> <p>We will make sure the remedies are put in place as far as we can</p>
	Ensuring impact	<p>We will use the outcomes of complaints and the learning from them to promote wider learning and improvement to the service and the sector complained about</p>

Commitments

Standards

Indicators

Handling information

We will ensure our record-keeping is accurate, that we hold data securely and share it appropriately

Putting things right

We will acknowledge and apologise for any mistakes we make, put them right quickly and make sure lessons are learned to improve our services and performance

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