

Written evidence Catherine Bamford (PHO36)

**Public Administration and Constitutional Affairs Committee
Parliamentary and Health Service Ombudsman Scrutiny 2020-21 inquiry**

GOOD MORNING, I WISH TO SUBMIT EVIDENCE REGARDING P.H.S.O. I HAVE BEEN FAILED BY THEM, I DO STATE, IT IS THE SYSTEM, NOT THE ADVISORS, EACH AND EVERY ONE OF THEM HAVE ACTED WITH KINDNESS, COURTEOUS AND WITH EMPATHY, BUT, THE WHOLE SYSTEM IS A TRAVESTY, A WASTE OF PUBLIC MONEY. IT TOOK 19 MONTHS (OMITTING THE HIATUS FOR COVID OF 3 MONTHS) FROM 6/2.20 TO 6/10/21 TO GIVE ME A FINAL DECISION. THAT THEY COULD NOT HELP, I SIMPLY RECEIVED A TELEPHONE CALL SAYING, "WE CAN NOT HELP YOU, SORRY". I FOUND THIS STRANGE, TO NOT RECEIVE DETAILS OF THEIR INVESTIGATION. I RESEARCHED AND FOUND THEY SHOULD HAVE SENT ME A COPY WITH A PROVISIONAL REVIEW, FOR ME TO ADD ANY FURTHER INFORMATION, AND ALSO TO THE PERSON COMPLAINED ABOUT, ALTHOUGH, HE DID NOT RESPOND TO THE INITIAL COMPLAINT WITH ANY OFFER OF MEDIATION OR RESOLUTION, IN ALL OF THE 19 MONTHS, THE P.H.S.O. SHOULD HAVE FOUND THIS A FAILING AND REQUEST AN APOLOGY FOR THAT ALONE. SO, TO SUMMARISE, IN 19 MONTHS, I RECEIVED NO UPDATES, AND NO PROVISIONAL REVIEW OR A FINAL DECISION, I CHALLENGED THEM, ASKING FOR A COPY OF THE FINAL DECISION, THAT WAS ON THE 12/10/21, RECEIVED NO ACKNOWLEDGEMENT, I TELEPHONED, WAS ASSURED THE REQUEST HAD BEEN RECEIVED, I AGAIN E-MAILED ON THE 26/10/21, STATING I WAS AWAITING A FINAL DECISION NOTICE. I AM STILL WAITING, SHOCKING ADMINISTRATION. PLEASE REFER TO THE CUSTOMER REVIEW SITE "TRUSTPILOT" 97/100 CLIENTS UNHAPPY WIYH P.H.S.O. THANK YOU FOR YOUR TIME AND ATTENTION, KIND REGARDS CATHERINE BAMFORD.

October 2021