

Sent: 07 January 2015 15:08
Subject: FW: Positive feedback on handling

Subject: FW: Positive feedback on handling from

Anyway, we have received some very complimentary feedback from the complainant which I wanted to share with you. I have copied the text of her email below

I wanted to thank you once more for the very sensitive way in which you sought information. Your choice of language and the way you allowed me space in which to think was very courteous and professional.

Once again, my thanks.

feedback about our service. said: "You have been very kind all the way through. ... Thank you for your care and concern throughout this, I really appreciate it." reiterated this several times

Sent: 12 January 2015 13:33

Subject: Positive feedback

*wanted to say thank you for the work I had done
he was grateful for my help.*

Sent: 13 January 2015 10:20

Subject: FW: Feedback

Some more positive feedback

Sent: 12 January 2015 21:10

Subject: Feedback

said, *'It's a very thorough report, you have done well and I am happy with all your recommendations. Thank you for all you have done'*.

Sent: 13 January 2015 14:47
To:
Subject:

RESTRICTED

Please see below an email exchange

From:
Sent: 13 January 2015 14:45
To:
Cc:
Subject:

RESTRICTED

Hi

For info - I have had some involvement in this case

Let me know if you would like any further detail.

From:
Sent: 12 January 2015 12:18
To:

Cc:
Subject:

Hi ,

Thanks for your swift response, I really appreciate it.

Thanks so much for a thorough and comprehensive investigation and being receptive to my feedback.

Best wishes

Dear

That said, we do take comments about our service very seriously and we are always grateful for any feedback that may enable us to improve the service we provide. As such, I have passed your email on to our Customer Care team for their consideration and I am sure they will be in touch with you in due course.

Kind regards

Sent: 13 January 2015 15:14
To: ++~~xx~~
Subject: FW: Positive Feedback Log

Hello

Please see below.

Sent: 13 January 2015 15:04

Subject: RE: Positive Feedback Log

“Your help has been brilliant”

“I also wanted to record my personal thanks to you for the time and effort that you have put into investigating our complaints and for keeping me informed at all times of your progress. You, as an intermediary, have given us assurance that our complaints are being fully looked into.”

Sent: 14 January 2015 09:32
To: ++@XX

Hello

Here is some positive feedback from a complainant. I'm not sure if they are logged anywhere but I'm forwarding it to you just in case they are!

From: Phso Enquiries
Sent: 14 January 2015 09:29

Sent: 13 January 2015 12:47
To: Phso Enquiries

Good afternoon
I am writing to let you know and to thank you for your assistance in resolving a complaint

Sent: 14 January 2015 09:47
To: ++@~~XX~~
Subject: Thank you letter
Attachments: 4977_001.pdf

RESTRICTED

Hi

I have received the attached letter with positive feedback on the service

I am forwarding the letter to your team given that this is feedback about us.

Please let me know if you need any more information.

Thank you

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

15th December 2014

Further to our recent telephone conversation, I write to formally thank you for all your help with my complaint

This aside, your help was invaluable.

My best wishes to you for Christmas and the New Year.

Sent: 14 January 2015 14:25
To: ++@~~XX~~
Subject: Positive feedback

PROTECT

Hi Customer Care Team

Please find attached a pleasant letter from a complainant about the service they received from

Sunday 11th January 2015

Firstly, may I take this opportunity to thank you very much for calling me on Friday regarding my current complaint
and helpful person!

It was a pleasure to talk to a friendly

I thank you very much for all your help with this ongoing issue, and wait your response in due course.

Sent: 14 January 2015 14:38

Subject: positive feedback

RESTRICTED

Hello both

Just to let you know about this compliment we received

"I am grateful for the investigation that you undertook and I accept that my complaint has been partially upheld."

Sent: 16 January 2015 08:39
To: ++@~~XX~~
Subject: Feedback on customer service

Subject: Feedback on customer service
i am happy with things.

Message:

Sent: 16 January 2015 13:23

Subject: positive feedback

I think you're now the person to send positive feedback to? If not please accept my apologies. Anyway, the extract below is from the complainant

said that they felt listened to, and happier.

Sent: 16 January 2015 14:41
To: ++~~XXXX~~
Subject: FW: Feedback

PROTECT

Hi

Please see below for some positive feedback on an investigation I upheld.

After a year I gave up getting any answers from
PHSO sorted it.

Can only

speak as I find. They did their job and did it well. At least for me.

To be honest it was a good
experience all round. Especially after the
were trying to feed me

7 January 2015

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Dear Sir/Madam,

This letter is to say a belated thank you for your help.

I simply wanted to say thank you.

please would be so kind as to pass on my grateful thanks.

Sent: 20 January 2015 10:33
To: ++~~xx~~
Subject: Positive Feedback - FW: Re: PHSO

See below - thanks

Sent: 19 January 2015 18:56

Subject: Fw: Re: PHSO

Thank you so much for writing to the trust.

indeed for your input, it has been greatly appreciated.

Thank you very much

Sent: 23 January 2015 11:29
++

Subject: Another thank you

Hi CC Team

has got another thank you for his flexibility around agreeing a reasonable adjustment.

Thanks

I got another thank you!

Making a Complaint about UK Government Services

Section 1 – About me

- Please note my thanks for agreeing that I may type my application using your questions. This simple 'reasonable adjustment' is appreciated.

To: ++XXXXXXXXXXXXXXXXX@XXXXXXXXXX.XXX.XX
Subject: positive feedback
Date: 23 January 2015 13:04:30

RESTRICTED

Hi

Please see below for some positive feedback

thought the service had been 'first class'

Sent: 26 January 2015 08:38
To: ++~~xx~~
Subject: FW: Record of call where complainant thanks me for listening to him

Compliment - For information

Sent: 22 January 2015 16:54
Subject: Record of call where complainant thanks me for listening to him

him and said he appreciated it.

He thanked me for taking time to listen to

To: ; ++XXXXXXXXXXXXXXXX@XXXXXXXXX.XXX.XX
Cc:
Subject: positive feedback on investigation
Date: 27 January 2015 11:59:45

RESTRICTED

I wanted to share the very positive feedback has received from a complainant on an investigation that we did not uphold. makes some very nice comments about the service provided and clearly has made a real difference to experience.

I am writing to you about the above named person to say how exceedingly grateful I am to for kindness and patience shown to me over my complaint about

very supportive and sensitive in how asked me for information to help complete work. helped make an extremely stressful time for me a bit more bearable and for that I offer my thanks. My very best wishes for his future employment within your organisation.

Sent: 28 January 2015 10:10
To: ++@~~XX~~
Subject: Positive comment from complanant

RESTRICTED

Hi I have been advised that you are collating positive comments that we receive from complainants. As such I have been asked to send this comment ' *commented that really appreciated all of the hard work I had put into the report and said that felt the report had been fantastic and clearly explained the elements had complained about.* '

Sent:

28 January 2015 16:00

RESTRICTED

Positive feedback! I think we can class this as good feedback anyway!

To: Phso Enquiries

I wish to thank for all her help regarding my request for a review

Subject: [RE: Feedback from](#)
Date: 29 January 2015 16:54:04

PROTECT

Thanks for sharing
Its good to get some good feedback. I am sharing with

Sent: 29 January 2015 16:22

Thank you for your help and support in this case.

From:
To: ++XXXXXXXXXXXXXXXXX@XXXXXXXXXX.XXX.XX
Cc:
Subject:
Date: 01 February 2015 15:09:02

I am writing to give feedback on the above case.

I was very impressed by the prompt and professional attitude
exhibited by your caseworker I would have been just as
impressed if the case had not been found in my favour.

Very impressed by your service, hope I never have to use it again!

To: ++XXXXXXXXXXXXXXXX@XXXXXXXXX.XXX.XX
Subject: FW: Feedback
Date: 02 February 2015 10:59:44

From: Phso Enquiries
Sent: 02 February 2015 10:57

Subject: FW: Feedback

RESTRICTED

Hi
Excellent feedback for
Kind regards

To: Phso Enquiries
Subject: Feedback
Dear Sir/Madam,

I felt it necessary to email just to say what a pleasure it was to speak to him. He was polite, articulate and fluent.

Please convey my appreciation to him.

To: ++XXXXXXXXXXXXXXXXX@XXXXXXXXXX.XXX.XX
Subject:
Date: 04 February 2015 16:58:37

Hi
I've been advised to pass this email to the Customer Care Team.

Sent: 03 February 2015 19:21
To:
Subject:
Hello

Just to say thank you for all your work
somewhat thankless task in trying to adjudicate fairly and impartially through a maze of
conflicting information and possibly conflicting evidence.

I feel you have a

From:
Sent: 06 February 2015 13:33
To:
Cc: 'xxxxxxxxxxxxxxxx@xxxxxxxx.xxx.xx'
Subject: Postive feedback

RESTRICTED

Hi,
I had some positive feedback today from
thanked me for my help and said that
query.

was very impressed with my handling of
I made her feel comfortable.

From:
To: ++XXXXXXXXXXXXXXXXX@XXXXXXXXXX.XXX.XX
Cc:
Subject: FW: Your case
Date: 11 February 2015 13:49:19

RESTRICTED

Hi

Please see some good feedback that we have received on a complaint which we have not upheld.

From:
Sent: 05 February 2015 23:25
To:
Subject: RE: Your case
Dear

Whilst writing I would like to thank you for communicating so openly and honestly with me during your investigation.
With best regards,

From:
To: ++XXXXXXXXXXXXXXXXX@XXXXXXXXXX.XXX.XX
Cc:
Subject: - Positive Feedback
Date: 12 February 2015 10:15:24

RESTRICTED

Folks

Please find below (last paragraph) some positive feedback to me from the complainant on this case.

Sent: 12 February 2015 08:42

you were fantastic with your assistance to me and I will always be so very grateful for your help.

I feel
you went above and beyond at times to assist me and I feel you deserve to be recognised for the help and professionalism and support you have provided me during a very difficult time.

Sent: 13 February 2015 10:41
To: ++~~XXXX~~
Subject: FW: Thanks (Feedback from Complainant)

PROTECT

-----Original Message-----

From:
Sent: 13 February 2015 09:46
To:
Subject: FW: Thanks (Feedback from Complainant)

PROTECT

I have forwarded you an email from a complainant I
received below which might be helpful for your project.

Sent: 13 February 2015 09:11
To:
Subject: Thanks

Dear

Thanks for your understanding yesterday I appreciate it,

. I

have every confidence the Ombudsman will resolve issues once and for all

Sent: 13 February 2015 11:01
To: ++@~~XX~~
Subject:

Hi

Please see the positive feedback below.

From:
Sent: 12 February 2015 22:25
To:
Subject:

Dear ,

Thank you for your informative letter provided.

I will pursue the matter as suggested.

Thank you.

. I appreciate the advice and guidance you have

Sent: 17 February 2015 15:37
To:
Cc:
Subject: compliment

RESTRICTED

Hello

Just letting you know about a compliment received on a case

was very happy with the work I'd done on case and really appreciated everything that I'd said. said 'I know you have done your best' and 'I really appreciate everything you have done'

Sent: 20 February 2015 10:16
To: ++~~xx~~
Cc:
Subject: FW: thank you

CC Team

Please find below feedback

From:
Sent: 20 February 2015 10:00
To:
Cc:
Subject: thank you/

Hi

Thank you for coming along yesterday I think it was a very productive afternoon and we much appreciate the opportunity to work with you.

Sent: 23 February 2015 08:49
To: +CustomerCare
Subject: FW: Positive comments to start the week.

All

Please see the email below. A very positive response to our draft report.

Thanks

From:
Sent: 23 February 2015 08:36
To:
Subject: Positive comments to start the week.

From:
Sent: 20 February 2015 18:51
To:
Subject:

Dear ,

I have received and read through the draft report today and I'm really thrilled by the contents, it definitely covers all of the issues I have had a problem with.

What stands out most is just the sheer difference in thoroughness and accuracy between your report and the initial 'Report

As I said the report was wonderful and I have nothing to add or amend and I want to thank you for the work you have done on it,

Sent: 23 February 2015 12:10
To: ++~~XXXX~~
Subject:
Attachments:

Hi

Some positive comments about a draft report here.

From:
Sent: 22 February 2015 16:59
To:
Subject:

23rd February 2015

Dear

Thank you for forwarding the draft report,

I very much appreciate the opportunity to do this; as well as the general tone, quality of the report and all recommendations.

Sent: 24 February 2015 16:26
To: ++~~XXXX~~
Subject: FW: Your complaint

RESTRICTED

FAO Customer care team

With regards to recent communication asking us to forward positive feedback to you, is this the sort of thing you would like us to share with you?

Please let me know,

Thanks

Sent: 19 December 2014 12:51
To:
Subject: Re: Your complaint

Dear ,
I have just received and read the copy of your draft report. I thought the report was very thorough and went to the heart of what I was complaining about. I thought your recommendations were eminently sensible, fair and constructive.

Thank you for understanding my complaint as accurately as you have.

From:
Sent: 24 February 2015 16:35
To: +CustomerCare
Subject: Good feedback from customers - Health Investigations
Attachments: Good customer feedback 9.pdf; Good customer feedback 10.pdf; Good customer feedback 11.pdf; Good customer feedback 12.pdf; Good customer feedback 1.pdf; Good customer feedback 2.pdf; Good customer feedback 3.pdf; Good customer feedback 4.pdf; Good customer feedback 5.pdf; Good customer feedback 6.pdf; Good customer feedback 7.pdf; Good customer feedback 8.pdf

Hi Customer care team

Please find attached customer feedback that team have received.

Please could you go through your normal process (I have no idea what they are) and eventually place them in your Meridio folder

Kind regards

Sent: 09 October 2014 15:05
To:
Cc:
Subject: some more positive feedback

PROTECT

Please see below.

From:
Sent: 18 September 2014 17:04
To:
Subject: Thank You (& No Changes)

Hi

I also wanted to opportunity to thank you; it is so thorough, thoughtfully put together and I feel completely reflects everything I have tried to communicate. I couldn't have wished for a better account of my experience, and am so grateful for the huge amount of work you have clearly put in to it.

I look forward to hearing the next steps.

Thanks again,

Sent: 17 September 2014 15:29
To: Complaintsphso
Cc:
Subject:

RESTRICTED

Dear Review Team

Are you still interested in keeping track of 'thank you's'? If so please see the message below. If not I have copied in comms in any case.

Thanks

Sent: 09 September 2014 13:55

Subject: |

Thank you for your help with this _ am glad organisations and people like you exist!

a little bit of scribbles I
brought I was losing at
the time.

Having said all that I
must thank you for your
work in investigating my
complaint & giving me back

Sent: 01 October 2014 16:43
To: Complaintsphso
Cc:
Subject:

RESTRICTED

Another positive comment from a complainant, assuming we're still collecting/collating these.

Sent: Wednesday, October 01, 2014 1:19 PM

Dear .

My sister and I are grateful for your careful and thorough work on this case.

Dear

I have received the final report from the investigation and would like to take this opportunity to thank you for your help, time and understanding in this case.

Sent:

20 October 2014 09:55

To:

Subject:

Dear

I wish to thank you very much for all the work you have done on my case. I have received your letter and having such a thorough explanation, on what happened. I am now extremely pleased and I accept the outcome.

Sent:

04 December 2014 10:55

RESTRICTED

Nice email from

Hi

Sorry for the delay. Once again massive thanks for all your help. It's a huge relief to be over.

Sent: 04 December 2014 10:56
To:
Subject:

RESTRICTED

And another...

Brilliant. I really appreciate your help and patience.

\ Thanks

Sent: 13 February 2015 16:43
To:
Subject:

RESTRICTED

Someone who is happy

From:
Sent: 13 February 2015 16:17
To:
Subject:

Dear

Thank you very much for pursuing my case further

I would like to take this opportunity to thank you for all that you have done to make a positive change

Sent: 17 February 2015 13:17
To:
Subject:

RESTRICTED

Hello

I think you did an excellent job which is very much appreciated.

9th February 2015

I have read through the draft report and can say that I am more than satisfied with your proposed decision and the reasons for it.

I would like to thank you for keeping me up to date throughout the investigation process and handling my complaint robustly. I look forwards to hearing from you soon.

Sent: 25 February 2015 14:16
To:
Cc:
Subject:

PROTECT

Hi

Hope you're well. I went to one of the Service Charter customer workshop's yesterday in Birmingham and received the feedback below from one of the attendees (scroll right to the bottom).

I've emailed this to you as wasn't sure where else to send it.

Regards,

From:
Sent: 25 February 2015 13:11
To: '
Cc:
Subject:

PROTECT

Hi

Thanks for this. I thought last night went really well thank you. To receive such positive feedback from is very motivating especially as we prepare for tomorrow evening. Please convey my thanks to

Do you remember the names of the individuals from last night who said that they had a positive experience of PHSO?

I am keen to ensure that we keep their details as further

down the line PHSO may want to ask them if they would like to be involved in another activity going forward.

I will make sure I note down the people with really interesting and insightful comments in tomorrow's workshop.

Thanks

From:

Sent: 25 February 2015 12:57

To:

Subject:

Some positive feedback from last night!

It was nice to meet the Human side of PHSO they do exist and are nice people like

Good luck

Sent: 25 February 2015 14:19
To:
Subject: Customer feedback

Hi

Also some more feedback below from a complainant

If this isn't relevant please delete.

Cheers,

From:
Sent: 29 January 2015 13:05
To:
Subject:

Thank you and thanks again for the way you handled the call this morning.

From:
Sent: 26 February 2015 10:45
To: xxxxxxxxxxxxxxxx@xxxxxxxxx.xxx.xx
Cc:
Subject: Thank you from

RESTRICTED

Hi

A thank you from a customer.

From:
Sent: 26 February 2015 10:09
To:
Subject: .

Mrs ,
Thanks very much for your intervention

Thanks from myself □ the rest of family,

Sent: 26 February 2015 11:23
To:
Cc: ; ++@~~xx~~
Subject:

PROTECT

Hello

Some positive feedback here,

Thanks

From:
Sent: 26 February 2015 09:56
To:
Subject:

Hello

Thank you for sending me the report and I can understand the reasoning behind your decision.

I appreciate this must have been a rather complex matter to deal with and I thank you for your diligence and consideration.

Regards

Sent: 27 February 2015 09:29
To:
Cc:
Subject: Positive feedback

RESTRICTED

Hi ,
I handled a service complaint yesterday from . The complaint was
resolved after intervention by the CCT. reported that he had excellent customer
service from during his contact with the PHSO, and wished he could handle
all of his case as he was so helpful. I contacted , however I wanted to share
this with you as manager. It's not often we get positive feedback and it's great to get
acknowledgement of good work from customers.

Sent: 27 February 2015 11:05
To: ++~~XXXX~~
Subject:

I am pleased to be able to give positive feedback on your message (appended below). It was both clear and helpful.

Thanks again for your help,

Sent: 27 February 2015 14:00
To:
Cc:
Subject: Some feedback on the CC Team

Hi

I've been attending the evening Service Charter Customer Workshops this week. We had one in London last night.

On one table was a lady who was extremely upset with the way she had been handled (at Investigation). She told me she has completely lost faith in PHSO's processes. However, when we got onto the Review process (which she was deeply troubled with) we spoke about the new Customer Care Team. She told me that she has spoken to the team in recent weeks and had nothing but praise for them. She said the lady she spoke to was a dramatic improvement to those she spoke to in the Review Team and we spoke about how the new Team focuses on customer experience (which she said she really noticed). She was very complementary of the Customer Care Officer and said it had made a real difference to her.

That's really great feedback - particularly from a customer who is very distrustful of PHSO via her prior experience. I thought I would share that with you so you can share with the team.

Sent: 02 March 2015 09:01
To: ++~~XXXX~~
Cc:
Subject:

RESTRICTED

Some positive feedback.

From:
Sent: 01 March 2015 18:06
To:
Subject:

Dear and the Ombudsman team,

Thank you for your thorough investigation.

Thanks again for your hard work and excellent communication.

Best wishes,

Sent: 02 March 2015 10:47
To: ++XXXXXXXXXXXXXXXX@XXXXXXXXX.XXX.XX
Cc:
Subject: Compliance and Positive Feedback
Attachments:

RESTRICTED

More positive feedback.

26/2/15

I want to thank you for all the sterling work you put into the investigation and for keeping me in the picture. I felt totally confident and at ease throughout the procedure that you had my best interests in mind. I really appreciate that.

My best wishes to you in your future endeavours.

Regards.

Sent: 03 March 2015 09:31
To: ++XXXXXXXXXXXXXXXX@XXXXXXXXX.XXX.XX
Cc:
Subject: FW: Your complaint to the Parliamentary and Health Service Ombudsman
Thank you

RESTRICTED

Hi folks

it's nice to see that someone thinks we provide an
excellent service.

From:
Sent: 03 March 2015 06:41
To:
Subject: Re: Your complaint to the Parliamentary and Health Service Ombudsman

Thank you we are familiar with your excellent service , due to the Parliamentary Ombudsman investigating the first part of our serious complaint
. Thank you .
With our kind regards from

Sent: 03 March 2015 12:09
To: ++~~XXXX~~
Subject: Feedback for

Dear

I would like to take this opportunity to thank you for your independant review

We have appreciated your thorough and fair report.

we are very pleased with the outcome.

Kind Regards

Sent: 04 March 2015 15:32
To: ++@~~XX~~
Subject: FW: Feedback

PROTECT

Hi there,

Sorry I didn't send this on earlier, below is a quote from one of our customers thanking us for copies of the information which we relied on in our report.

Best wishes,

Can I now continue my response by expressing my appreciation to your colleague, , from your FOI/DP section, for the supply of documentation both used and unused in determining your opinion within the draft report. I can clarify that did mark some documentation with Flag A, to allow me the knowledge of the documents used by yourself within the investigation. Of particular use was the relevant sections of the Data Protection Act 1998 that were required within this case, and which I believe was probably accessed by yourself for your determination in this matter.

Sent: 04 March 2015 19:00
To: ++~~@XX~~
Subject: FW: Complaint

RESTRICTED

Positive feedback about me.

From:
Sent: 04 March 2015 18:56
To:
Subject: Re: Complaint

Thankyou very much and good evening to you too!

Best wishes,

PS. Thankyou for all your help and communication regarding these issues, it has been a real breath of fresh air to be kept up to date and not be left hanging. It makes all the difference, common courtesy and consideration.

Sent: 05 March 2015 09:32
To: ++@~~XX~~
Subject: Some positive feedback

RESTRICTED

Hi all,

Some positive feedback about from one of our complainants.

When the complainant emailed to say he was happy with the approach we were taking to his case, he also said:

'Would you please be so kind as to pass on our thanks to for the work has done on complaint, and for the very courteous and considerate way in which has dealt with us. Apart from our M.P., is the only person who has treated us in that way in this long and unhappy saga.'

Sent: 05 March 2015 10:37
To:
Cc: ; ++Feedbackaboutus@ombudsman.org.uk;
Subject: RE: Good feedback :)

PROTECT

Very good feedback. Yes, these do still come to us.

I'll add to our positive feedback folder and also one for the next Friday Thanks which will be next week.

From:
Sent: 05 March 2015 10:34
To:
Cc:
Subject: RE: Good feedback :)

PROTECT

Thanks for the feedback and well done .

, is good feedback still going to you?

Thanks

From:
Sent: 02 March 2015 10:11
To:
Cc:
Subject: Good feedback :)

PROTECT

Hi

I have just closed all your hard work! just wanted me to pass his thanks on to you for

He was very happy with the help you provided him early on in this complaint before it came to CSI and made a point of mentioning you which is a great achievement considering the complaint hasn't been upheld.

Well done!

Kind regards

Sent:

05 March 2015 14:33

To:

Subject:

Dear

Thank you for your reply and the opportunity to challenge. I really appreciate your help and the process is helpful to me in coming to terms with what happened to me.

Kind regards,

Sent: 10 March 2015 09:32
To: ++~~XXXX~~
Cc:
Subject:

RESTRICTED

, some nice feedback below!

From:
Sent: 10 March 2015 06:57
To:
Subject:

Dear
Thank you for your prompt despatch of the final report,

Without wishing to be patronising, more admiration, from my point of view your understanding of my complaint and your investigation were very thorough. Reading your report it was detailed, easy to read, but concise and whilst I am obviously pleased that you found my complaint justified, I am also sorry that I had to take this course of action.

Sent: 10 March 2015 12:05
To: ++~~XXXX~~
Subject: Complaint

I would to thank who was my case officer, Who treated me with such compassion and kindness though this Complaint. Also how quickly it was dealt with,even though it was not the outcome I wanted.
Regards

From:
Sent: 10 March 2015 13:31
To:
Cc:
Subject: compliment

RESTRICTED

Hi

We received a compliment from

He said, 'thank you for the forensic investigation'.

Again, an example of the quality of the argument persuading somebody to accept our position even if it isn't quite the outcome they wanted. wrote a really clear report that it was hard for either party to argue with.

Thanks

Sent: 10 March 2015 15:18
To: ++~~XXXX~~
Subject: How did we do?

An excellent service- both gentleman I discussed my concerns with were polite and helpful and knowledgeable.

Regards,

From:
To: ++XXXXXXXXXXXXXXXX@XXXXXXXXX.XXX.XX
Cc:
Subject: Feedback
Date: 11 March 2015 08:00:56
Attachments:

CC Team

Some more feedback for you to log following a liaison visit

It appears to have been very well received. I have asked if there is anything specific for us in the feedback sheets they completed and will forward if I receive it.

Rest for information.
Thanks

From:
Sent: 10 March 2015 16:12
To:
Subject:

Dear
Please find the **attached** correspondence
Kind regards

Personal and Confidential

Sent by email:

Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

20 February 2015

Dear

Re: Working with the Parliamentary and Health Service Ombudsman

Just a note, to thank you so much for giving up time to educate us in relation to the above. I am particularly grateful when I know how busy you are with other matters

I think that the interest of our colleagues and the feedback questionnaires, which almost universally scored "Excellent" or "Good" in all respects, attest to this. It was particularly helpful to have the benefit of your experience and expertise

With kindest regards,

Yours

Sent: 12 March 2015 23:11
To: ++@~~XX~~
Subject: Feedback on customer service

Dear colleague,

You have been sent an enquiry from via our website. You can use the following contact details to respond to the enquiry or feedback.

Name:

Email:

Subject: Feedback on customer service

12 March 2015 Dear PHSO, I wish to record my gratitude to the Customer Care Team
Message: under who have gone a long way to help me in obtaining a full
review and investigation into my concerns. Thank you very much

Sent: 13 March 2015 12:54
To: ++@~~XX~~
Subject: feedback

hello, i recieved a reply from , and i only would like to say that , im very pleased about the right way i was tretaed by this fellow citizen and worker.

I hope you can allways realise this type of person are need in the the citizen service, sincehe seemed a reasonable person, and more than taht, he seemed a human with human feelings about the other folk problems.

I wish him all the best, and i really hope your boss or director can greet him for his outstanding service.
good weekend

Sent: 14 March 2015 13:13
To: ++@~~XX~~
Subject: Feedback

Since my original complaint to the Ombudsman in , I have found that those representing the organisation, and acting on its behalf, have provided me with a first-class service.

I found that the communication facility we used to exchange information - primarily by email - worked well, and explanations to queries were readily provided.

I am satisfied that the complaint was handled with due speed and diligence in spite of its apparent complexity, and the fact that The Ombudsman upheld my complaint has had no affect on my judgement in this respect.

Sent: 16 March 2015 11:11

To: ; + +XXXXXXXXXXXXXXXXXX@XXXXXXXXX.XXX.XX

Cc:

Subject:

Attachments:

RESTRICTED

Hi all,

Some more positive feedback for . We did not uphold this complaint (no maladministration).

Cheers

6-3-15

Pear Sir / madam

I thank you for your
service and all you have done for me

your dept have been very professional
with handling my complaint
once again many thanks
Yours Faithfully,

Sent: 16 March 2015 12:41
To: ++~~XXXX~~
Subject:

Please pass on our appreciation of second and at both times helpful advice and intervention on our behalf.

I wish to acknowledge and thank him for his prompt response to my request for advice and assistance again on Friday.

Thank you - not resolved, but significant progress. We are very grateful.

Sent: 16 March 2015 14:27
To: ++~~XXXX~~
Subject:

PROTECT

Hello,

Just received this email which I think is a good example of positive feedback

-----Original Message-----

From:
Sent: 16 March 2015 11:27
To:
Subject:

Thank you both for your prompt response to my request for advice and assistance on Friday.

Thank you both - not resolved, but significant progress. We are very grateful.

Regards,

From:
To: ++XXXXXXXXXXXXXXXXX@XXXXXXXXXX.XXX.XX
Cc:
Subject:
Date: 16 March 2015 15:37:35

Hi
I received this thank you email which I am sharing with you
Kind regards

From:
Sent: 15 March 2015 00:52
To:
Subject:
Hello

wanted to express my thanks for your assistance in this matter,

but I just wanted to thank you for the advice you gave me, it was very much appreciated.

Kind Regards

From:
To:
Cc: [++XXXXXXXXXXXXXXXX@XXXXXXXXX.XXX.XX](#);
Subject: RE: Positive feedback
Date: 17 March 2015 10:13:13
Attachments:

PROTECT

Really well done

From:
Sent: 17 March 2015 10:02
To:
Subject: Positive feedback

PROTECT

Hi

I thought I would share this feedback that I have just received showing a positive outcome we have achieved and a happy complainant.

said:

She thanked us for all of our help and said that we have been brilliant and she wouldn't have received this outcome without us

Thanks

From:
To: ++XXXXXXXXXXXXXXXXX@XXXXXXXXXX.XXX.XX
Subject: FW: letter
Date: 17 March 2015 11:01:00
Attachments:

A good feedback letter from a complainant.

11th March 2015

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Dear

Your Ref:

I would like to
express my gratitude for a very detailed review of my complaints into the handling of

From:
To: ++XXXXXXXXXXXXXXXX@XXXXXXXXX.XXX.XX;
Subject: feedback
Date: 19 March 2015 09:57:44
Attachments:

RESTRICTED

Hi

 called yesterday and said was such a lovely helpful
man, he understood her and her husband's issues perfectly and her husband
 found him very easy to talk to. She wanted to pass on this

feedback.

Cheers

From:
To: ++XXXXXXXXXXXXXXXXX@XXXXXXXXXX.XXX.XX
Subject: FW: Letter attached.
Date: 19 March 2015 12:26:42
Attachments:

RESTRICTED

Good feedback.

From:
Sent: 26 March 2013 08:28
To:
Subject: Letter attached.
Dear

I am attaching a letter to you to thank you for your hard work and dedication on handling my complaint.
Kind regards

26th March 2013

Parliamentary and Health
Service Ombudsman
Millbank Tower
Millbank.
London.
SW1P 4QP

Dear ,

:-

I have been meaning to write to you for quite a while to express my gratitude for the work that you did on my behalf in connection with

The work that you did was extremely professional. It is obvious by your reports that you were thoroughly conversant with every detail. This in itself is worthy of praise.

The decision and approach outlined in your letter was easy to follow. It covered all points in an unbiased professional manner and your work is to be commended.

I sincerely hope that the Parliamentary and Health Service Ombudsman is aware of your dedication and skills. You are a credit to your Profession.

I would be happy for you to forward this letter to your manager in the hope that you will receive recognition for your hard work.

Yours sincerely,

Sent: 19 March 2015 14:35
To: ++@~~XX~~
Subject:

RESTRICTED

To: C.Care Team: a thank you from complainant.

From:
Sent: 19 March 2015 13:46
To:

Subject: Progress at last!

Thank you to all that have helped us to eventually arrive at the present situation

Thanks and regards

Sent: 23 March 2015 11:44
To:
Subject: FW: Good news!

PROTECT

Well done - good work!

From:
Sent: 20 March 2015 15:41
To:
Subject: Good news!

PROTECT

Hi

Just a brief note is very happy with our service:

Case History for

Date	History	Categories	Detail
20/03/2015	- Incoming Telephone Call		<p>called to thank me for my assistance with his case.</p> <p>and he couldn't have done it without my help. I thanked him for letting me know and wished him all the best.</p>

Sent: 23 March 2015 15:30
To:
Cc:
Subject:

RESTRICTED
Hello

provided the following comments on hearing about what we have achieved today (her full email below):

“My worries have been listened to, acknowledged, respected, investigated, and acted upon.”

also complimented thorough report and detailed investigation, they both accepted our findings and recommendations without argument. In fact, they welcomed the report, describing it as a ‘useful tool’ for them to learn from. Importantly in this case, I believe our work will have a lasting positive impact. has done an incredible job which she should be very proud of.

From:
Sent: 23 March 2015 15:05
To:
Subject:

RESTRICTED

Hi ,

I know we have already forwarded lots of positive feedback from but this email is lovely, particularly as I wasn't sure if she would be satisfied with what we are recommending. I think that the last sentence in the first para should go on our website if at all possible.

From:

Sent: 23 March 2015 14:44

To:

Subject:

Dear

Thank you for your e-mail. My first response is that I'm so very, very relieved that this is now finally over.

My worries have been listened to, acknowledged, respected, investigated, and acted upon.

I would like very much to meet with you and to thank you personally for your kind support and sensitivity you have consistently shown throughout the investigation.

Once more, many thanks.

Kind regards,

Sent: 24 March 2015 10:39
To: ++@~~XX~~
Subject: Feedback
Attachments: Feedback.pdf

PROTECT

Hello

Please find attached a thank you card I received from a complainant following completion of a CS investigation

Thanks

THE ART FILE.com

Thank You



Dear

18-3-15

Just a big 'Thank you' for all your help with the investigation into my problems

Without your continued persistence, I do not think the outcome would have been successful. To be kept up to date regularly was very supportive.

Many thanks again to you and your team.

Yours sincerely,

Sent: 24 March 2015 12:42
To: ++~~XXXX~~
Subject: Positive Feedback
Attachments:

RESTRICTED

Please see attached PDF.

Regards

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

Dear

Case Reference

Thank you again for all the work done in connection with your investigation, which is greatly appreciated.

Yours sincerely,

Sent: 24 March 2015 12:54
To: ; ++@~~xx~~
Cc:
Subject: Positive feedback

RESTRICTED

Hi all,

The complainant is being represented by solicitors who have said:

Thank you for providing the draft report into complaint to the PHSO [Solicitors] are assisting with this matter on a pro bono basis. It is clear that significant work has been put into investigating complaint, for which she is grateful.

Cheers

Sent:

25 March 2015 09:50

To:

++~~@XX~~

Dear Sir

I am writing this email to thank the Parliamentary Ombudsman for taking on the complaint considering there must have been many out there where only a limited number could have been accepted.

In particular I would like to say that as from the initial application to the Parliamentary Ombudsman I was at all times kept up to date which was very reassuring to the extent that my husband and I felt no further need to worry trusting that the best would be done to resolve our complaint.

In particular I would like to commend and thank work ,help and sensitivity shown in the handling of our case bringing it to a fair and successful conclusion.

Once again thank you so much .

Regards,

Sent: 25 March 2015 17:05
To: ++@~~XX~~
Subject: FW: Ombudsman investigation- positive comments on investigation

RESTRICTED

Please see below for positive comments on one of cases.

Thanks

From:
Sent: 25 March 2015 12:33
To:
Subject: FW: Ombudsman investigation

RESTRICTED

Email from

From:
Sent: 25 March 2015 12:05
To:
Subject: RE: Ombudsman investigation

Hello

I would like to take this opportunity to say a big thank you personally for your hard work in bringing my complaint to a satisfactory conclusion.

Many thanks again.

From:
Sent: 27 March 2015 14:03
To: ++~~xx~~
Subject: FW: positive feedback

PROTECT

Dear Customer Care Team

The following is a response from the complainant to :

Thank you for your investigation into this complaint and the recommendations that are being made.

Thanks

Sent: 30 March 2015 12:51
To: ++@~~XX~~
Subject:

RESTRICTED

Hello,

Just wanted to pass this positive feedback through

Cheers

From:
Sent: 30 March 2015 11:18
To:
Subject:

RESTRICTED

Hey

called re your phone conversation with you.

She thinks you called her back twice and she is returning your call.

also mentioned that you were very helpful in assisting her re complaint

Regards.

Sent: 30 March 2015 13:23
To: ++@~~XX~~
Cc:
Subject: FW: positive feedback

RESTRICTED

Please also see the quote below from the complainant in also investigated by
:

Thank you very much for all you have done and achieved in bringing this case to an end it has been much appreciated.
Kind Regards

From:
Sent: 30 March 2015 13:20
To: ++Feedbackaboutus@ombudsman.org.uk
Subject: positive feedback

RESTRICTED

Please see the message below in relation to investigated by

From:
Sent: 30 March 2015 12:59
To:
Subject: Re: Ombudsman Complaint

Hey !

I just got the final report letter from you. Thank you guys so much for all your hard work in trying to get this sorted out.

But I'm still incredibly grateful, in the
this thing has been dragging on for, the only people that actually listened to my problems are The Ombudsman and PALS. Its thanks to you guys that I can finally start putting this ordeal behind me.

Thank you all so much.

Sent: 31 March 2015 11:18
To: ++@~~XX~~
Subject: Positive feedback on a not upheld complaint - no action required

RESTRICTED

Please see below for positive feedback has received on a recent case he closed.

Many thanks

From:
Sent: 31 March 2015 09:50
To:
Subject: FW: Your complaint to the Health Service Ombudsman

RESTRICTED

From:
Sent: 31 March 2015 10:47
To:
Subject: Re: Your complaint to the Health Service Ombudsman

Thank you, . I know that it's your job but do I appreciate the work you have done over this matter. It helps us a great deal to know that independent consultants have found

Best wishes

Sent: 01 April 2015 12:15
To: ; ++XXXXXXXXXXXXXXXXXX@XXXXXXXXX.XXX.XX
Subject: FW: Example of praise for our website!

From:
Sent: 01 April 2015 12:01
To:
Subject: Example of praise for our website!

" said he also wanted to say that he had been on our website, and it is brilliant, and he found it very helpful in explaining what we did" .

Sent: 02 April 2015 15:50
To: ++~~XXXX~~
Subject:

PROTECT

Hello,

Just wanted to let you know that I got some positive feedback from during our conversation today.

I've left a note under

I tried to transfer the call through to Customer Care but the line was disconnected before transfer completed.

thanks

Sent: 03 April 2015 14:59
To: ++@~~XX~~
Subject: PHSO reference

Overall, I was pleased with the conclusions that you reached and that you partly upheld my complaint.

The investigator, , handled everything professionally and with compassion. He kept me updated and ensured I understood the process. I am very grateful to him for listening to me.

I would definitely recommend using this service to anyone who had a need to. Although initially it seemed a daunting prospect, the PHSO part of the process was handled very well and the outcome has been beneficial to me.

If you would like any further information please let me know.

Thanks

Sent: 07 April 2015 08:22

To:

+ + @

Subject:

PROTECT

From:

Sent: 07 April 2015 08:22

To: Phso Enquiries

Subject:

PROTECT

Can you forward this on to and the feedback team

From: Phso Enquiries

Sent: 02 April 2015 13:58

To:

Subject:

PROTECT

Hi

I've just had a lovely lady on the phone . She was full of praise for you and wished to speak to you about her case.

Thanks

Sent: 07 April 2015 11:46
To: ++@~~XX~~
Cc:
Subject: Positive feedback:

Customer Care Team

I received a nice email from a complainant about a case we closed recently, with some good feedback about our service - the email is below.

Thanks

From:
Sent: 03 April 2015 15:01
To:
Subject:

Hi – I just wanted to say thank you for sending through the final version of your report. Overall I'm pleased with the conclusions you've reached.

I have sent some feedback direct to the email address supplied, but I also wanted to give you some personal feedback. From the moment you first made contact with me I felt that you took my complaint seriously (in fact I felt you were the first person to do so) and that you were listening to what I said. I found the process of complaining to PHSO quite stressful,

. Your professionalism, coupled with compassion, helped me to handle it. In addition, I very much appreciated that you kept me up to date on progress, so that I didn't need to chase anything up. Your explanations were clear and ensured that I understood the process and what would happen next.

Regards

Sent: 08 April 2015 08:31
To:
Subject: Positive feedback

Hi

As mentioned yesterday, I had a call from with some
positive feedback. rang to say they were very pleased to get the letter that was sent
to her daughter,

She said she had found the letter very useful and informative.

Sent: 08 April 2015 11:32
To:
Subject: Positive Feedback
Follow Up Flag: Follow up
Flag Status: Completed

PROTECT

Hi ,

commented on how fast we got her original documents back to her.

Incoming telephone call from

was extremely pleased with this and happy with the quick service from us and thanked me and for our time yesterday

Thought I would let you know as she was very happy with what the CCT have done for her

Sent: 09 April 2015 09:48
To: ++xxxxxxxxxxxxxxxx@xxxxxxxx.xxx.xx;
Subject: FW: postive feedback

RESTRICTED

Please see below.

From: Phso Enquiries
Sent: 09 April 2015 09:38
To:
Subject: postive feedback

RESTRICTED

Nice praise for

Sent: 08 April 2015 19:21
To: Phso Enquiries
Subject: Re: Your complaint to the Parliamentary and Health Service Ombudsman

Dear

Thank you for your kindness, attention and diligence this afternoon; it is very much appreciated.

From: ++@~~xx~~
Sent: 14 April 2015 09:49
To:
Subject:

Importance: High

Hi

Please see below email from in which she has provided positive feedback about

Regards

From:
Sent: 14 April 2015 09:44
To: ++caseworkteam@ombudsman.org.uk
Cc:
Subject:
Importance: High

Dear ,

My brother and I fully appreciate the excellent response we have received from and the planned review case.

Sent: 17 April 2015 15:11
To: ++@~~XX~~
Subject: Customer Feedback

PROTECT

Hi, apparently I should be notifying you guys when someone praises the service I have provided. I had a conversation with _____ and gave her lots of advice and info and at the end of the call she was very thankful and commented that I have explained and helped her a lot and put her mind at ease and I was very nice so she appreciated all that I had done.

Sent: 22 April 2015 08:33
To: ++@~~XX~~
Subject:
Attachments:

Thank you Letter from Practice

Hi

I've received the attached from a body we recently investigated. Not sure if this is the sort of thing you want to see, or just from complainants...

Regards

From:
Sent: 20 April 2015 10:57
To:
Subject: Thank you Letter from Practice

Hi

The attached has come in. I've scanned and saved to VF. I'll just file the hard copy away unless you need it for any reason...

Thanks

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

April 16, 2015

Dear

Re:

would like to take this opportunity to
express our gratitude to you for the time you have spent on this investigation and for
taking our comments on board that were offered to help conclude the final decision
making process.

Many thanks and kind regards.

Sent: 22 April 2015 10:42
To: ++~~XXXX~~
Subject: FW: Your complaint to the Parliamentary and Health Service Ombudsman

RESTRICTED

Hi

Please see Below feedback about us.

Regards.

From: Phso Enquiries
Sent: 13 April 2015 14:12
To:
Subject: FW: Your complaint to the Parliamentary and Health Service Ombudsman

RESTRICTED

Hi

Follow up thank you email

Kind regards

From:

Sent: 10 April 2015 16:07

To: Phso Enquiries

Subject: Re: Your complaint to the Parliamentary and Health Service Ombudsman

Hi

I can't thank you enough for your help in my hour of need.

Please have a great weekend and thank you again.

Look forward to giving you good news soon.

Yours sincerely

Sent: 23 April 2015 09:41
To: ++@~~XX~~
Subject:

RESTRICTED

Hi,

I thought you might like to know about positive feedback we have received before even starting an investigation - this case has only just been allocated to an investigator.

From:
Sent: 22 April 2015 13:34
To:
Subject:

RESTRICTED

Further to the below, I thought you may both like to know that gave us some positive feedback on her experience with us so far.

said our process and system of keeping her regularly updated has been very good and wanted to thank us for this.

Sent: 23 April 2015 13:30
To: ++xxxxxxxxxxxxxxxx@xxxxxxxx.xxx.xx
Subject: positive feedback on a draft report
Attachments:

RESTRICTED

Hi,

Hope I'm sending this to the right place - please see page 1 of the attached - positive feedback from a complainant on the draft report.

Thanks

Parliamentary and Health Service Ombudsman,
Millbank Tower,
Millbank,
London, SW1P 4QP,

10th April, 2015.

Dear

Thank you so much for your letter and enclosure

This is a very thorough and professional document.

I am very happy with your proposed decision and your reasons for it.
You have accurately grasped the frustration and gravity of the situation

I am happy with your proposed recommendations.

People deserve care, consideration and respect

You have explained your decision clearly.

Thank you once again for all your hard work and please do not hesitate to contact me if you require any more information.

Yours sincerely,

Sent: 23 April 2015 14:16

To:

Subject:

Categories: Red Category

Hi ,

Apologies for the delay in responding back to you. I have not yet had the time to read the final report but in advance would like to thank you for all your effort in assisting me with this case.

Wishing you all the best.

Sent: 24 April 2015 11:47
To: ++~~xx~~
Subject: Positive feedback

RESTRICTED

FYI See email below from

Cheers

From:
Sent: 24 April 2015 11:34
To:
Subject: Re: NHS

Dear

. I would also like
the thank you very much for all your help with this matter and very happy with the service you provided.

Thank You

Sent: 24 April 2015 14:57
To: ++~~xx~~@~~xx~~
Cc:
Subject:

PROTECT

here's a nice thank you email from a
complainant.

Cheers

From:
Sent: 24 April 2015 14:54
To:
Subject:

Dear ,

Many thanks for your kind and prompt attention with subsequent feedback. Not to worry about the confusion, these things happen from time to time in the best managed environments, and it's what is done to remedy it that counts. In this respect your actions have been very effective and timely, and are very much appreciated.

Kind regards

Sent: 27 April 2015 14:31
To: ++@~~XX~~
Subject: Positive feedback for
Attachments:

RESTRICTED

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Dear

Complaint and request for a Review -

Today I received a letter from your Customer Care Officer concerning my recent request for a Review. I spoke to early this afternoon expressing my concern over the content of his letter and he kindly gave me your name when I asked him for details of his Line Manager.

My complaint was investigated by and I have to say she was splendid and did a first class job for me and I was extremely pleased with the outcome. I have no concerns at all regarding her general handling of my complaint and she was professional, supportive and helpful throughout.

My contact with has also been excellent

Yours Truly

Sent: 28 April 2015 15:04
To: ++~~xx~~
Subject:

PROTECT

Hello,

I just wanted let you know I've had some positive feedback off on the above case:
I handled a follow up query for and he was very happy with my help and thanked
me numerous times, please check HI: for further info

Thanks

Sent: 29 April 2015 15:13
To:
Cc: ++@~~XX~~
Subject: RE: POSITIVE FEEDBACK

Excellent stuff. Well done and keep up the great work.

can you add this to our positive feedback folder

From:
Sent: 29 April 2015 09:57
To:
Subject: POSITIVE FEEDBACK

Hi ,

I handled and resolved a service complaint today from . He gave the following positive feedback:

“ thanked me for my help and said that he was very pleased with the way I had explained things today. He said I had really helped him and he felt better

Kind Regards

Sent: 30 April 2015 15:31
To: ++@~~XX~~
Cc:
Subject: Positive feedback

RESTRICTED

I've just spoken with comments on our draft report.

She is not happy about our decision but she said that she wanted to thank us for looking at her complaint. She said that PHSO had been more helpful than the Trust.

said that , had been '*straight to the point*' with her all along, she received prompt responses and it was clear what we could and could not do.

Regards

Dear

15th April 2015

I AM JUST writing TO say

Thankyou for your ADVICE ABOUT
my Complaint

I took your advice and wrote
a letter of Complaint

So I Am
very HAPPY about that and
just wish to say THANKYOU.

Yours Sincerely

Sent: 06 May 2015 13:21
To: ++@~~XX~~
Subject:

PROTECT

wanted me to pass on that he was very happy with my service, how I was very helpful and compassionate, thorough in my work and patient with him and he hopes when his complaint gets investigated its done by someone like me.

Sent: 12 May 2015 10:22
To:
Subject: Positive feedback

Hi ,

I meant to send this at the end of last week, but it slipped my mind. Some positive feedback:

When speaking with about my response to her service complaint, she said that myself and were 'shining beacons' in the PHSO. She had made service complaints about interactions with staff, and said that both of us always 'listened carefully and astutely' and spoke with her appropriately. Additionally, this was after I had not upheld one of her service complaints.

Thanks very much,

Sent: 12 May 2015 15:52
To: +CustomerCare
Subject: Nice letter from
Attachments:

RESTRICTED

Hi folks

appreciates the service he received.

27th April 2015

Dear

Many thanks for your most helpful and
informative letter

Thank you once again for your letter; it
was much appreciated

yours sincerely

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

Sent: 12 May 2015 16:00
To:
Subject: Good customer outcome

PROTECT

Hi ,

I just wanted to flag this case as an example of getting a good outcome and result from a customer

The customer was really pleased with the outcome and did not want me to take her service complaint any further. was especially good at tackling a very difficult Trust

All of this was achieved in a very short space of time.

Sent: 15 May 2015 14:52
To:
Subject: positive feedback

Hi ,

gave really good feedback today on our service. See . I have facilitated contact with the service charter manager so she can continue to help us shape our service.

She said : *"the Ombudsman should swap places with you and sit in your shoes to learn as you have done what you said you would do."* She said I obviously cared and had *"done a good job- well done you"*

Sent: 18 May 2015 08:35
To:
Subject: FW: Your PHSO Enquiry

Hi

Please see below for the response from

Kind regards

From:
Sent: 07 May 2015 15:15
To:
Subject: Re: Your PHSO Enquiry

Dear ,

Thank you for your more detailed explanation. It is much appreciated.

However, thank you for providing a fuller explanation.

Once more, thank you for looking into this matter.
Thank you,

Sent: 18 May 2015 12:18
To:
Subject: FW: My Complaint with PHSO

PROTECT

Hi ,

I don't know if this would class as good feedback but thought I would send it you anyway.

Thanks

From:
Sent: 18 May 2015 12:14
To:
Subject: My Complaint with PHSO

Dear ,

I appreciate your call this morning, and the fact that you have put my case forward for review.

I can only hope for a positive outcome, but thank you for giving me that chance It means so much to me

Thanks again for your help.

Sent: 19 May 2015 10:16
To:
Subject: Feedback

PROTECT

Hi ,

Heres another one for you!

Thanks

From:
Sent: 19 May 2015 10:11
To:
Subject: Re: Complaint Form Enquiry - From Customer Care Team

Thank you for such a charming and informative letter. I know that's what I'm expected to say but on this occasion I really mean it.

Thanks again for such a lovely letter; I'm only sorry I added to your already-heavy workload.

Warmest regards,

Sent: 19 May 2015 10:54
To: ++XXXXXXXXXXXXXXXXXX@XXXXXXXXXX.XXX.XX
Subject: FW: NEW ENQUIRY
Attachments:

RESTRICTED

HI

This is a letter thanking us of our assistance. I am therefore passing it you. A copy has been saved to the case.

Thanks

Email:

Mobile:

The Parliamentary and Health Ombudsman
Millbank Tower
Millbank
LONDON
SW1P 4QP

Thank you for your assistance in this matter.

Sent: 19 May 2015 10:56
To: ++~~XXXX~~
Cc:
Subject: Positive feedback

PROTECT

For information.

-----Original Message-----

From:
Sent: 16 May 2015 12:25
To:
Subject: Complaint

Dear

Ref: Complaint involving

would like to take this opportunity to thank you for taking on this complaint and for the positive outcome.

The task you had could not have been easy and has been very much appreciated by and has made a difference for the future

Thank you once again

Sent: 19 May 2015 13:18
To: ++@~~XX~~
Subject: FW: NEW ENQUIRY FW: Your complaint to the Health Service Ombudsman

RESTRICTED

Hi

I have been pasted this email. However, it appears to be a thank you. Unfortunately, I am unable to find a VF case for this person. I am therefore passing it to you to record.

Thanks

From: Phso Enquiries
Sent: 19 May 2015 08:49
To:
Subject: NEW ENQUIRY FW: Your complaint to the Health Service Ombudsman

From:
Sent: 07 May 2015 10:03

To: Phso Enquiries

Subject: RE: Your complaint to the Health Service Ombudsman

Dear Sirs,

I spoke to one of your staff yesterday who advised me to speak to [redacted] to try to get this resolved.

Thank you for your help & advice

Kind regards,

Sent: 20 May 2015 14:16
To:
Subject: Positive feedback

I thought it would share some lovely feedback that we had about our service

said that she will never forget how helpful the PHSO, you in particular,
were in looking at her complaint She wanted you to know that she
will always be grateful for the work that you did.

Well done! It's the first positive comment on my spreadsheet.

Sent: 20 May 2015 18:54
To: ++~~XXXX~~
Subject: Positive feedback from complainant

RESTRICTED

Dear Customer Care Team
My manager asked me to forward the email below to you as a positive comment.

Kind regards

From:
Sent: 20 May 2015 14:18
To:
Subject:

Hi ,

I would like to thank you on behalf of all of us because I feel like you have handled this really well. You are being thorough and it has filled me with a lot more confidence now.

Thank you and I look forward to seeing the first draft.

Sent: 21 May 2015 10:14
To: +CustomerCare
Cc:
Subject: FW: feedback

I believe the customer care team still collates feedback about the service we provide. Please see this very positive feedback

Best wishes

From:
Sent: 21 May 2015 10:03
To:
Cc:
Subject: feedback from

Hi ,

I wanted to pass on some feedback because at a few visits now the teams have mentioned you specifically as an example of someone at PHSO who is particularly helpful and constructive to work with.

Yesterday I met with and they said they had greatly appreciated your sensitivity around the case, and felt your approach had made the whole process better for the Trust and the staff member involved.

Just wanted to share that with you,

Sent: 22 May 2015 08:26
To:
Cc:
Subject: Positive feedback

A nice comment from

From:
Sent: 22 May 2015 01:14
To:
Subject:

not turning your back on me , You have all got difficult jobs
I needed you , and you were , thank you also
reassuring it was that you listed to me in my time of need .

I thank you from the bottom of my heart for
you will never know how

Once again thank you for your kindness

Sent: 22 May 2015 10:53
To: ++@~~XX~~
Cc:
Subject: Some positive feedback

RESTRICTED

provided some comments and added that the draft report is '*very thorough*' and he is '*grateful for the effort and expertise that has gone into it.*'

He concluded '*Thank you for the care and hard work that has gone into your report.*'

Regards

Sent: 26 May 2015 12:44
To:
Subject: Positive Feedback

Hi ,

Please see below details of positive feedback from

*“ commented that the service he had previously received from
was good and that they tried their best to help him. I thanked for
his feedback and informed him I would pass it on”*

Kind Regards

Sent: 26 May 2015 14:14
To: ++@~~XX~~
Cc:
Subject: Positive feedback

Hi ,

Some positive feedback I have just received:

“ thanked me for my help and prompt response. He said he was very impressed with how I had dealt with his complaint and was happy with the action I had taken. I thanked him for the positive feedback about the service I provided”

Kind Regards

Sent: 28 May 2015 10:13
To: ++@~~XX~~
Cc:
Subject: Positive Feedback

Hi,

I spoke to yesterday and today

He provided the following feedback:

"I am just sorry that you are not investigating this for me, as we already appear to have established good and effective communication, thank you for your help"

Kind Regards

Sent: 28 May 2015 11:10
To: ++@~~XX~~
Cc:
Subject: Positive feedback

Hi

has provided further feedback.

“ left a message on my phone this morning. He said that he was phoning to thank me again for my involvement in his case.

he said regardless of this he wanted to thank me again for passing on his case so quickly.

Kind Regards

Sent: 29 May 2015 14:22
To: ++~~XXXX~~
Subject: FW: Many thanks.

RESTRICTED

Nice thank you from complainant

From: Phso Enquiries
Sent: 21 May 2015 16:08
To:
Subject: FW: Many thanks.

From:
Sent: 21 May 2015 11:43
To: Phso Enquiries
Subject: Many thanks.

other end of the line

I am very grateful for all your help, and being a voice on the

Sent: 29 May 2015 16:14
To: ++~~XXXX~~
Subject: Positive feedback-

PROTECT

Hi ,

telephoned to say that he was pleased with the outcome of his complaint. He thinks the investigation was robust. wanted to commend us on how well we had communicated with him. He wanted to thank everyone involved in his investigation and said how he was glad to have an organisation like us that he could call upon.

He wasn't speaking about CC, just the organisation as a whole. Hopefully you are looking for this kind of feedback too. Just let me know if not.

Many thanks,

Sent: 01 June 2015 08:29
To: ++~~XXXX~~
Subject:
Attachments:

PROTECT

From:
Sent: 28 May 2015 17:59
To:
Cc:
Subject:

PROTECT

Hi

I presume you still want to capture these. Some really nice feedback!!

From:
Sent: 28 May 2015 12:04
To:
Subject:

PROTECT

Some positive feedback

From:
Sent: 28 May 2015 11:48
To:
Subject:

PROTECT

Customer satisfaction feedback?

I've asked her to fill in the survey.

From:
Sent: 27 May 2015 10:12
To:
Subject:

Hi

Thankyou so much for your help and hard work in upholding the complaint on our behalf.

Thankyou once again.

Kind regards

Sent: 02 June 2015 08:46
To: ++@~~XX~~
Cc:
Subject: Positive feedback

Hello,

Please see below - some positive feedback on one of our investigations.

Thanks

-----Original Message-----

From:
Sent: 30 May 2015 18:53
To:
Subject:

Dear

Thank you for your letter and final investigation report,

My profound thanks to you and all concerned with the investigation. The work you do is so essential in maintaining the high standards expected of our National Health Service. It is reassuring to know that, when things go wrong, as they inevitably do, the distraught and the confused can find clarity, and possible redress, through organisations such as yourselves.

Yours Sincerely

Sent: 02 June 2015 12:14
To: ++~~XXXX~~
Subject:

the above. would like to thank who has been the Caseworker for us regarding

We would like to thank for his sensitivity and great respect he showed us whilst looking into our case. Also his efficiency.

explained our position and what steps we can take next if we should wish to. has been very helpful in his email and

We would like to thank for his help and understanding.

Sent: 02 June 2015 16:05
To: ++~~XXXX~~
Subject:

RESTRICTED

Hi,

Below is an email of thanks we received from a complainant

Regards,

-----Original Message-----

From:
Sent: 01 June 2015 14:19
To:
Subject:

Dear

I just wanted to say a huge thank you for printing "my story".

Thank you too all your team and especially to my case worker who actually listened and made me feel that I was actually handling the case well

Sent: 04 June 2015 09:35
To: ++~~xx~~
Cc:
Subject: FW: Ombudsman Report request
Attachments:

PROTECT

Hi there

Some positive feedback about for your team's collection.

Many thanks

From:
Sent: 04 June 2015 09:29
To:
Cc:
Subject: Re: Ombudsman Report request

Dear

Thanks for this.
on this, and many thanks to .

Best wishes

Thanks for your time

Sent: 04 June 2015 10:14
To:
Subject: Thank yous during telephone calls with customers

RESTRICTED

Hi

Does it count if we get thanked during a phone call? We could write down anything in our note of the call and most people thank us for talking to them. However, I've just dealt with a follow up email from a complainant

At the end of the call she said *Thank you for taking time out of your busy schedule to phone me* (honestly!).

Thanks

Sent: 05 June 2015 14:23
To: ++@~~XX~~
Cc:
Subject: Thank you email

RESTRICTED

I received the email below about one of my cases.

I understand that you like to keep note of these.

Thanks

From:
Sent: 05 June 2015 13:38
To:
Subject:

Dear .
I have today received a copy of your conclusions,

I thank you for your efforts in dealing with my complaint, the time and care taken to investigate, as well as the recommendations made.

Please accept my thanks.

From: Phso Enquiries
Sent: 08 June 2015 16:26
To:
Cc:
Subject:

RESTRICTED

What a lovely response from a customer!
Well done to
Would you make sure this positive feedback gets to the right places?

From:
Sent: 06 June 2015 11:55
To: Phso Enquiries
Cc:
Subject:

Dear PHSO Enquiries,

I writing to acknowledge and thank you for you correspondence from
of the process going forward

Can I say that to date the high level if support and communication from
has been extremely welcome and is unrivalled by any other systems we gave
experienced.

I must say it is wonderful to deal with a system in a way I can relax knowing that your own communication
will be of such a high standard.

I am copying in my Member of Parliament who I would like to be aware of the quality service you provide.

Kind Regards

Sent: 09 June 2015 12:15
To: ++@~~XX~~
Cc:
Subject:

PROTECT

Hello team,

I just wanted to send through some positive feedback following
our call.
I've left notes on the case but the feedback is:

like advised was very happy with my assistance and stated that he's thankful that people
 have been available to help him through this process.

From:

Sent:

09 June 2015 13:14

To:

Subject:

From Customer Care Team

PROTECT

Hi ,

Not sure if this counts as good feedback?

Thanks

From:

Sent: 06 June 2015 00:59

To:

Subject:

From Customer Care Team

Hi ,

Thank you for your help all along.

Have a nice weekend.

Sent: 10 June 2015 09:14
To:
Subject: Good Feedback

PROTECT

Hi ,

I have some good feedback from about our investigator

"I think did an extremely good job in understanding the complexities of my case

She also added on a telephone call that she could tell has gone to a lot of trouble and has been very thorough with the investigation.

Thanks

Sent: 11 June 2015 11:49
To: ++@~~XX~~
Subject:

RESTRICTED

Please see feedback below.

From:
Sent: 17 February 2015 12:25
To:
Subject:

Hello
I think you did an excellent job which is very much appreciated.

Sent: 11 June 2015 14:59
To: ++~~XXXX~~
Subject:
Attachments:

Follow Up Flag: Follow up
Flag Status: Completed

PROTECT

Good Afternoon

Please see attached feedback letter from a complainant.

Kind regards

14 May 2015

Millbank Tower
Millbank
London
SW1P 4QP

Dear

I feel I must thank you for your kind letter,

you have given me hope that I am not now on my own.

I can't thank you enough.

Kind regards,

From:
To:
Cc:
Subject: RE: Thanks from
Date:
Attachments:

PROTECT

Hi
That's great feedback, well done. Thanks for sharing this.
- please will you send this on to the customer care team who collate positive feedback.

From:
Sent: 12 June 2015 12:46
To:
Cc:
Subject: Thanks from

PROTECT

Hi

She asked me to pass on their thanks and gratitude to you, for the way you listened to them and handled their complaint.
She said you are the first person to have taken their concerns seriously, and she will have no hesitation in recommending PHSO to anyone who believes they have a valid concern about any NHS organisation.

Sent: 15 June 2015 09:19
To: ++~~XXXX~~
Cc:
Subject: Feedback on liaison managers visit

CC Team

Below is some feedback for you to capture following a meeting the LMs had with the North West PALs and Complaints network on Friday

Thanks

-----Original Message-----

From:

Sent: 12 June 2015 17:33

To:

Subject: Feedback

Hi

I just wanted to let you know that the discussion was really well received by the group this afternoon. They commented that they had a far better understanding of the Ombudsman now and really appreciated the opportunity to have a Q&A on the practical issues that they are experiencing regarding Ombudsman cases.

I thought it was excellent!

Speak soon

Sent: 15 June 2015 09:42
To: ++@~~XX~~
Subject: Postive feedback on an investigation

RESTRICTED

From:
Sent: 15 June 2015 09:39
To:
Subject:

Hi

Thank you message from

From:
Sent: 15 June 2015 00:19
To:
Subject:

Dear

Thank you very much for all your help and for sending a copy of the report and your letter to my advocate
MANY THANKS FOR ALL YOUR HELP and sorry this letter is somewhat
belated.

Sent: 16 June 2015 09:53
To: ++~~XXXX~~
Subject:

PROTECT

Positive feedback for .

From:
Sent: 15 June 2015 15:01
To:
Subject:

PROTECT

Look at my thanks!

From:
Sent: 15 June 2015 14:50
To:
Subject:

Dear ,
Thank you for your reply to my email.... it was much appreciated. It is good to know that the complaint has been escalated ...
and thank you for the update.

Thank you, . for all your help and work in bringing this complaint to this point. It was so good to meet you at . We have nothing but appreciation for the way that PHSO have dealt with us so far, and since you have played such a big part in that, thank you from the bottom of our hearts.

With best wishes for the future,

Sent: 17 June 2015 15:14
To: ++~~xx~~
Subject:
Attachments:

Follow Up Flag: Follow up
Flag Status: Completed

PROTECT

Hello

Please see attached for your information.

Regards

THANK
YOU

TO

PH50

Dear Sir / madam

now brings this case to a satisfactory
conclusion. Thank you for your interest
in this matter. Yours faithfully,

FROM

Sent: 17 June 2015 16:10
To: ++@~~XX~~
Subject: positive comments from a customer

Follow Up Flag: Follow up
Flag Status: Completed

RESTRICTED

Please see below positive comments from a customer.

Kind Regards

From:
Sent: 17 June 2015 10:48
To:
Subject:

Dear ,

Thank you for appreciating the nature of our complaint, recognising the issues at hand and understanding the frustrations we have felt.

Yours sincerely,

Sent: 19 June 2015 10:12
To: ++@~~XX~~
Cc:
Subject: FW: A thank you from a complainant

RESTRICTED

From:
Sent: 08 June 2015 11:34
To:
Subject: A thank you from a complainant

RESTRICTED

Hi

I interviewed a complainant last week - . During the interview, he specifically asked me to pass on his thanks to you both for how helpful and supportive you were to him in the earlier stages of our complaint process.

All the best,

Sent: 19 June 2015 10:13
To:
Cc: ++~~XXXX~~
Subject: positive feedback

RESTRICTED

Excellent well done
A really good outcome.

From:
Sent: 19 June 2015 10:09
To:
Subject: FW: Parliamentary and health service ombudsman

RESTRICTED

Hi ,

Just thought I'd share this positive feedback from

From:
Sent: 18 June 2015 21:29
To:
Subject: Re: Parliamentary and health service ombudsman

Thank you very much again for your help and support, if it had not been for you they would still be saying they had done nothing wrong.

Kindest regards

Sent: 22 June 2015 11:53
To:
Cc: ++@~~XX~~
Subject: RE: Positive feedback

PROTECT

Hi

That's great, thank you for sharing it with us.

I am glad the meeting was helpful and it was good to see you.

See you soon.

From:
Sent: 22 June 2015 10:59
To:
Subject: Positive feedback

PROTECT

, thanks for coming to talk to us last week - very useful. I remembered I had received some good complainant feedback on a recently-upheld case
she said some good things about our work. It may be useful.

Thanks.

Sent: 22 June 2015 13:29
To:
Cc:
Subject: Good Feedback

Follow Up Flag: Follow up
Flag Status: Completed

PROTECT

Hi,

Just want to give some good feedback from

He thought was polite to speak to and very helpful.

Please see For more details if needed.

Thanks

Sent: 23 June 2015 08:22
To:
Subject:

Hi ,

I would like to thank you again for all your assistance with this matter. I am extremely grateful.

Sent: 25 June 2015 13:03
To:
Cc: + +xxxxxxxxxxxxxxxxxx@xxxxxxxxx.xxx.xx
Subject: - thank you

PROTECT

Thank you to both.

We'll record this in our positive feedback.

From:
Sent: 25 June 2015 10:53
To:
Cc:
Subject: RE: - thank you

PROTECT

Thanks .

- a "thank you" for your collection!

From:
Sent: 22 June 2015 18:09
To:
Subject: FW: - thank you

PROTECT

Hi

A thank you from

From:
Sent: 19 June 2015 14:44
To:
Subject:

PROTECT

Hi

called and left voicemail on advice line to say thank you for your letter and is grateful that we are reconsidering his case.

Many Thanks

Sent: 25 June 2015 14:31
To: ++@~~XX~~
Subject: postive feedback on draft report from complainant

RESTRICTED

From:
Sent: 25 June 2015 08:53
To:
Subject: positive feedback

RESTRICTED

Hi

Some positive feedback from the complainant on this case...

From:
Sent: 24 June 2015 22:14
To:
Subject: RE: Health Service Ombudsman

good evening,

Thank you for the report,

Excellent report, clearly a lot of time and effort went into its compilation.

Best Regards

Sent: 25 June 2015 14:51
To: ++~~XX~~
Subject: Positive feedback from investigation

RESTRICTED
Positive feedback. No action required.

From:
Sent: 03 June 2015 13:12
To:
Subject: RE: Ombudsman report

Dear

have reviewed the response and think that it is absolutely perfect and thank you very much for all of your hard work.

Sent: 25 June 2015 15:32
To: ++~~xx~~
Cc:
Subject: positive feedback
Attachments:

Follow Up Flag: Follow up
Flag Status: Completed

RESTRICTED

Dear Customer Care Team

Please see the attached positive feedback.

Thanks

23 June 2015.

Dear

Firstly I would like to thank your department in particular for investigating my complaint.

has given the complaint time and has dealt with me in a most professional and respectful manner. I am grateful for the service I have received.

Sent: 25 June 2015 15:50
To: ++@~~XX~~
Subject:

Follow Up Flag: Follow up
Flag Status: Completed

Dear Team

I have recently worked on a complaint with one of your case workers .

Just want to feedback that I found his working practises to be highly supportive, professional and a very fair and positive process.

He partially upheld the complaint and we have been asked to take further action, which is appropriate and we are very happy with the outcome

Sent: 26 June 2015 13:13
To: ++~~XXXX~~
Cc:
Subject: Positive Feedback -

PROTECT

Hello team,

I've just had a follow up query regarding the above case.
It was a simple query but during the conversation she mentioned that she spoke to someone earlier and mentioned he was "a lovely man" and "very helpful"

Looking at the case details she was referring to , I thought I would pass this on

From: Phso Enquiries
Sent: 29 June 2015 16:32
To: ++@~~XX~~
Subject:

You might already have this in your folder

From:
Sent: 12 June 2015 08:20
To: Phso Enquiries
Subject:

Dear

I am very and genuinely thankful to you for your concern and your willingness to get involved

But if nothing else it shows the system works and that there are people like yourselves available when all else fails and we really feel up against it. and for that I am really grateful.

Yours,

Sent: 30 June 2015 11:50
To:
Cc:
Subject: Feedback from recently closed case
Attachments:

PROTECT

Dear

asked that I forward the attached letter as
feedback received at the close of one of my recent investigations.

Thanks,

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

22 June 2015

Dear ,

I would like you to accept my sincere thanks for your greatly appreciated assistance in this matter and the comprehensive and very detailed report attached.

I would confirm that I am happy with your proposed decision and your reasons for it. I would also confirm my satisfaction with your proposed recommendations.

Yours sincerely,