



Health and Social Care Ombudsman Body

The Independent Ombudsman Body for Health & Social Care

The [Health and Social Care Ombudsman Body \(HSCOB\)](#) is a legally established body, independent from both the Department of Health and Social Care and Manx Care.

The Chair and members are appointed by the [Appointments Commission](#).

What does HSCOB do?

The HSCOB is a statutory body set up to review unresolved complaints made about health and social care services provided by or funded by the Isle of Man Government through Manx Care. If you are not sure if the service about which you have a complaint falls within this definition, please contact the [Manx Care Advice and Liaison Service \(MCALS\)](#).

When can you refer your complaint to the Ombudsman?

Your complaint must firstly have been investigated and responded to by the relevant service provider under their local complaints procedure.

If you are unsure if your complaint has already been investigated and dealt with, you are encouraged to contact the service directly for further information and advice.

You can refer your complaint to the Ombudsman if:

- You are not satisfied with the final decision of the service provider
- The service has not complied with its own complaints procedure, or has rejected your complaint for reasons you are unhappy with
- You are approaching the time limits stated within the [National Health Service \(Complaints\) Regulation \(Regulation 20\)](#) for referring your complaint to the Ombudsman

How can you refer your complaint to the Ombudsman?

You can write a letter or email the Secretary at the HSCOB including a completed [Complaints Form](#)

Health and Social Care Ombudsman Body

HSCOB Secretary

PO Box 18

Douglas

IM99 1UT

Email: HSCOB@gov.im

If you experience any difficulties completing the Complaints Form, please inform the Secretary in your letter or email and a meeting can be arranged in person, so that you can explain the complaint in more detail.

Do not send any documentation until the HSCOB has confirmed acceptance of your complaint.

How will the Ombudsman deal with your complaint?

When your complaint is received, the Chair will allocate your complaint to 2 or 3 members of the Ombudsman. Together they will check to make sure your complaint falls within the remit of the Ombudsman, using its ['Fit for HSCOB'](#) assessment.

When the assessment is completed you will be notified as to whether your complaint has been accepted for review.

If your complaint is accepted, the Secretary will request documentation from you and contact the service for information.

Review or investigation?

The primary function of the Ombudsman is to review complaints. It does this by considering the process followed by the service provider investigating your complaint, the substance of the complaint and the decision reached at the end of the complaints procedure.

Usually this is done by reviewing all the relevant documentation. However, the members reviewing your complaint may ask to meet with you in person to clarify anything that is unclear. You have the right to request to meet with the Ombudsman should you wish to do so.

Investigation of complaints is the responsibility of the service provider and it is expected that this will have been undertaken before you refer your complaint to the Ombudsman. However, in some circumstances and as set out in the [National Health Service \(Complaints\) Regulations 2022 \(Regulation 18, 22\(1\) \(a\) – \(e\) and 23 \(6\)\)](#) the Ombudsman may decide to conduct its own enquiries.

What can the Ombudsman do about your complaint?

The Ombudsman may find that some or all of your complaint is justified or it may uphold the decision of the service provider about your complaint.

In the former case the Ombudsman can recommend the service provider:

- Takes action to put things right. This could mean asking it to acknowledge its mistakes and/or apologise
- Looks again at the decision it made
- Improves its policies, procedures and services to avoid the same thing happening again

The Ombudsman cannot pay compensation or recommend an employee be disciplined or dismissed.