

Are you, or people you support, passionate about public services? If so, we want to hear from you

We are looking for members of the public and advocacy professionals to join us for in-person Dilemma Cafes on the 13th March (Manchester, afternoon) and 20th March (London, afternoon). Those attending will be asked to share their unique perspectives, opinions and views to help improve our work, and public services, for the better.

About us

We are the [Parliamentary and Health Service Ombudsman](#). We investigate complaints about public services (such as the NHS, benefits or immigration).

We believe in the power of complaining. A well-handled complaint has the power to reveal the truth, bring closure and create lasting positive change.

We work closely with people to understand where, how and why public services sometimes fall short and fail to put people first. Then we find ways to put it right.

Our work has two parts:

1. we champion higher standards of behaviour to encourage a better relationship between people and public services
2. we investigate complaints from people who feel these standards have not been met.

What's a Dilemmas Café?

A Dilemmas Cafe is a type of discussion group, providing an opportunity for people to learn about ethical challenges and work together to help find solutions. It involves listening to and respecting others, asking questions and coming-up with ideas (and of course, eating and drinking - we'll be providing lunch and refreshments).

PHSO are hosting two Dilemma Cafes, one in Manchester (13th March 2024, afternoon) and the other in London (20th March, afternoon), with members of the public and advocacy professionals invited. The venues will be wheelchair accessible. If you are attending as a member of the public, you will receive a £50 shopping voucher as a thank you.

What we can offer you

- an opportunity to work with others committed to making public services better
- a way to use your own experiences to make positive change
- a chance to gain new skills and experiences
- involvement Payment of £50 shopping voucher as a thank you for your time and involvement. You would not be employed by the Parliamentary and Health Service Ombudsman and, depending on how much you earn, this may affect your tax or benefits.

How to get involved

Please [fill in our online form to tell us you are interested](#) in joining a Dilemmas Café. The deadline to complete the form is **Sunday 3rd March 2024**.

If you have any questions, contact us at outreach@ombudsman.org.uk