Complaints and the Use of Artificial Intelligence (AI)

We welcome feedback and complaints, and we want to understand your experience in your own words.

We are committed to handling complaints fairly, openly and compassionately, in line with the Parliamentary and Health Service Ombudsman's NHS Complaint Standards.

Some people choose to use Artificial Intelligence (AI) tools to help write complaints or emails. We understand that these tools can be helpful in organising thoughts or expressing concerns.

However, AI-generated text can sometimes:

- include information that is inaccurate or not relevant;
- use overly formal or legal language;
- make complaints longer or more complex than necessary; or
- make it harder for us to clearly understand your personal experience.

This can occasionally delay our review or mean we need to contact you to clarify the details before we can respond fully.

The most helpful complaints are usually clear and concise, and explain:

- what happened;
- when it happened;
- how it affected you; and
- what you would like us to do to resolve the matter.

A short explanation in your own words is often more helpful than a long or highly formal letter.

If you choose to use AI tools, we recommend that you:

- check the wording carefully to ensure it reflects your own experience;
- remove any information that is inaccurate or not relevant; and
- take care when including sensitive personal information.

Please be aware that some AI tools may store or use information entered into them.

For further guidance on using AI to support a complaint, you may find this resource from the Parliamentary and Health Service Ombudsman helpful:
Using AI tools to help your complaint

If you need support to make a complaint—for example due to language needs, disability, learning disability, or mental health or communication difficulties—please let us know. We will do our best to support you in a way that works for you.