

## How to contact us

If you need further help or advice with making a complaint you can get in touch with us at:

**Helpline:** 0345 015 4033  
*(The helpline is open 8.30am to 5.30pm Monday to Friday, excluding public holidays.)*

**Fax:** 0300 061 4000

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Web:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Our address is:

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

The Ombudsman's aim and vision is to provide an independent, high quality complaint handling service that rights individual wrongs, drives improvements in public services and informs public policy.

We can also provide information, papers and reports in a range of formats (such as large print, easy read or Daisy) and other languages as required. Just tell us how you would like the Ombudsman to communicate with you.

## Bringing a complaint to the Health Service Ombudsman



## What the Health Service Ombudsman does

The Ombudsman, Ann Abraham, provides a service to the public by undertaking independent investigations into complaints that the NHS in England has not acted properly or fairly, or has provided a poor service.

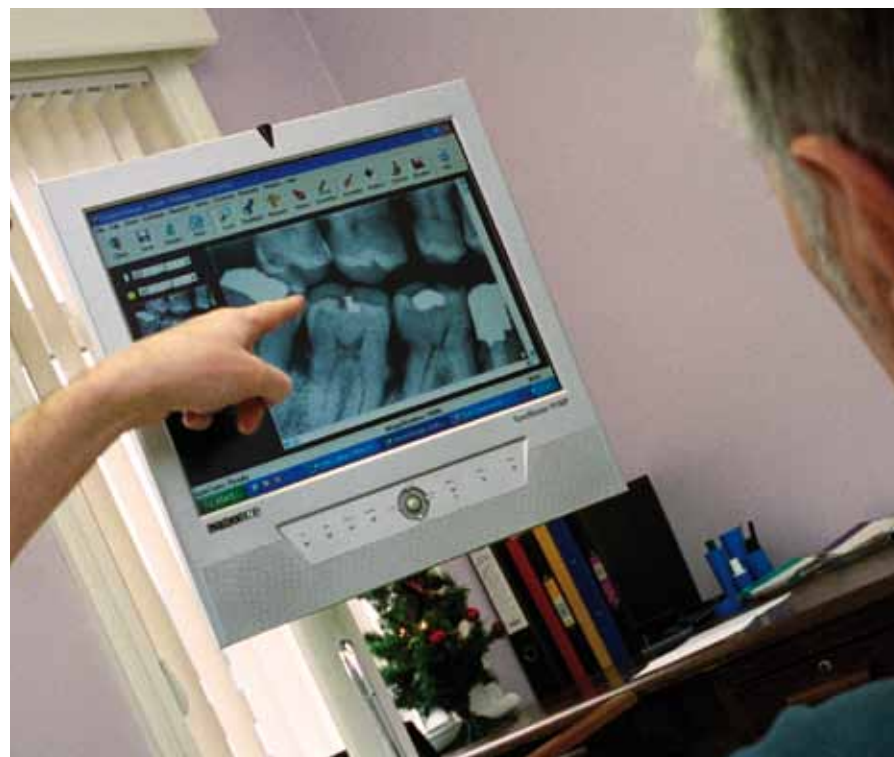
The Ombudsman can look at complaints about hospitals, GPs, dentists, pharmacists, opticians, nurses, the Ambulance Service and others providing NHS services.

## Before contacting us

The Ombudsman will normally only take on a complaint after you have first tried to resolve the complaint with the trust or practice and have received a response from them. The Ombudsman believes that the trust or practice should be given a chance to respond and, where appropriate, try to put things right before she becomes involved.

A complaint form which gives all the information you need to make a complaint to the Ombudsman can be found at [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or call us on 0345 015 4033 to request a copy.

Please make sure that any complaint comes to us as soon as it can.



## When we receive your complaint

We will write to you to acknowledge your complaint within two working days. You will be given a reference number which should be quoted in any future contact with the Ombudsman.

Our first step will be to look at whether the complaint is one that we can handle, because we can only investigate complaints where we have the legal power to do so. You do not have an automatic right for your complaint to be investigated but if we decide not to do so, we will let you know why we have made that decision.

We are committed to keeping you informed about progress and will be in touch regularly to update you. Our contact details are on the back of this leaflet.