



Parliamentary
and Health Service
Ombudsman

Have you complained about
the NHS in England or about
government services in the UK?

Are you still unhappy?
We may be able to help you.

Contact us, the Parliamentary and
Health Service Ombudsman.

We are **independent** and **fair**,
and our services are **free**.

This leaflet is available in other
languages and formats, such as large
print, in Braille and on audio tape.

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বাংলা ক্রমি ਪੰਜਾਬੀ हिन्दी 中文(廣東話)
العربية jezyk polski français Af Soomaali



Parliamentary and Health Service Ombudsman

The Ombudsman deals with complaints about services provided through the NHS in England including:

- hospitals
- GPs
- dentists
- opticians
- pharmacists, and
- the ambulance service.

The Ombudsman also looks at complaints about government departments or agencies which provide government services in the UK. The main departments we receive complaints about include:

- HM Revenue and Customs (*tax and tax credits*);
- the Department for Work and Pensions (*benefits and pensions*); and
- the UK Border Agency (*immigration*).

Please note: complaints about government organisations must be referred to the Ombudsman by an MP.

The Ombudsman works jointly with the Local Government Ombudsman if complaints cover both our areas of work, for example health and social care.

If you have complained about poor service, or not being treated properly or fairly, and have received a final response from the head of the organisation involved, but you are still unhappy, we may be able to help you. Please call us for further help on **0845 015 4033**.

Write to us at: Millbank Tower, Millbank,
London SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk