



We believe
complaints have
the power to reveal
the truth and make
sure organisations
put people first.

Your complaint can
help make public
services better for
everyone.

Contact us

Scan to visit our website:

www.ombudsman.org.uk

Call us on 0345 015 4033



Our helpline is currently open on
Monday to Thursday from 9am to 4pm
and Friday from 8.30am to 12pm. We are
not open on bank holidays.

For other languages, different formats
such as Daisy or large print, or if you
need any other help, please email
phso.enquiries@ombudsman.org.uk

Making
complaints
count



Parliamentary
and Health Service
Ombudsman



How we can help you



Follow us on:



What we do

We independently investigate complaints about:

- the NHS in England, including hospitals, GP surgeries and dental practices
- UK government departments, such as the DVLA, Jobcentre Plus and the Passport Office
- other public organisations, such as museums.

We do this fairly, without taking sides. Our service is free and open to everyone.

We listen closely to people to understand where, how and why public services sometimes fall short. And then we find ways to put it right.

To find out if we can investigate your complaint, visit our website at complaintform.ombudsman.org.uk or scan this QR code:



What to do before you come to us

If you are not happy with the service you have received, you should complain to the organisation first. This is so it has a chance to put things right.

If you reach the end of the organisation's complaint process and are not happy with its final decision, you can complain to us.

You should do this as soon as possible. You have a year from when you first knew about the problem to bring your complaint to us.

If your complaint is about a UK government department, you must go to your MP before coming to us.



What to expect from us

We look into complaints to decide if we should investigate. For example, we might see that an organisation has made mistakes but it has already done what it can to resolve the complaint. If it looks like there is a problem that still needs looking into, we can investigate.

If this happens, we will:

- collect the facts to find out what happened
- look at all of the evidence
- make a final decision on the complaint.

If we cannot look at your complaint, we will give you information about what you can do next.

We can help put things right

If we find that an organisation has got things wrong, we can ask it to put things right. This can include giving you an explanation or an apology.

We can also ask the organisation to take action to stop the same mistake happening again.

If we decide there were no failings, or that the organisation has done the right thing to resolve the complaint, we will explain why.