



Public Service

Ombudsman

Complaint form for healthcare services



Important things we need to know



There are some things we need to know before we can look at your complaint.

Please answer the questions in this form to help us.



This is a long form.

You do not have to fill it out all at once. You might want to take breaks and do it a bit at a time.



If you have any questions or you do not understand something on the form, please call us on:

0345 015 4033



Have you contacted us before?

☐

Yes

☐

No

☐

I don't
know

Reference Number

C1234567

If you ticked yes, did we give you a
reference number for your complaint?

It will look something like this:
C1234567 or C-1234567

Tell us your reference number:

Part 1. About you



If you are filling in this form for someone else, put your information in this part.



Your name and **title**.

Your **title** is what you write before your name. It might be Mr, Mrs, Ms, Dr.



Your address:



Your phone number:



Your email address:



What is the best way for us to contact you?

☐

phone

☐

email

☐

post



Sometimes we need to send you letters or documents. How do you want us to send them to you?

☐

email

☐

post



Do you need us to send information in Easy Read?


☐

Yes


☐

No



If you are filling in this form for yourself, now go to page 9.



If you are filling in the form for someone else, please answer these next few questions.



How do you know the person?
You might be their child, husband,
parent or carer.



Tell us why the person cannot
complain themselves:



Their name and title:



Their address:



Their phone number:



Their email address:



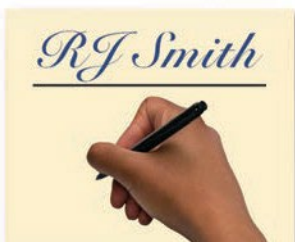
We need to know that the person is happy for you to:

- fill in this form
- speak to us
- see the information about their complaint.

If they can, please ask the person to sign this form:



Name:



Signature:



Today's date:

Part 2. About your complaint



What is the name and address of the NHS organisation you are complaining about?

Name:



Address:



Are you complaining about a person?
This might be a doctor or a nurse.

☐

Yes

☐

No



Name

If you are complaining about a person, tell us their name:



When did the problem you want to complain about happen?



When did you first start to know about the problem?

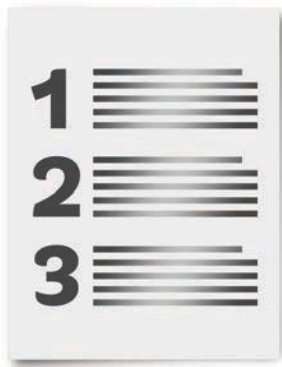
This could be the same date that the problem happened or some time afterwards.



When did you complain to the NHS organisation about the problem?

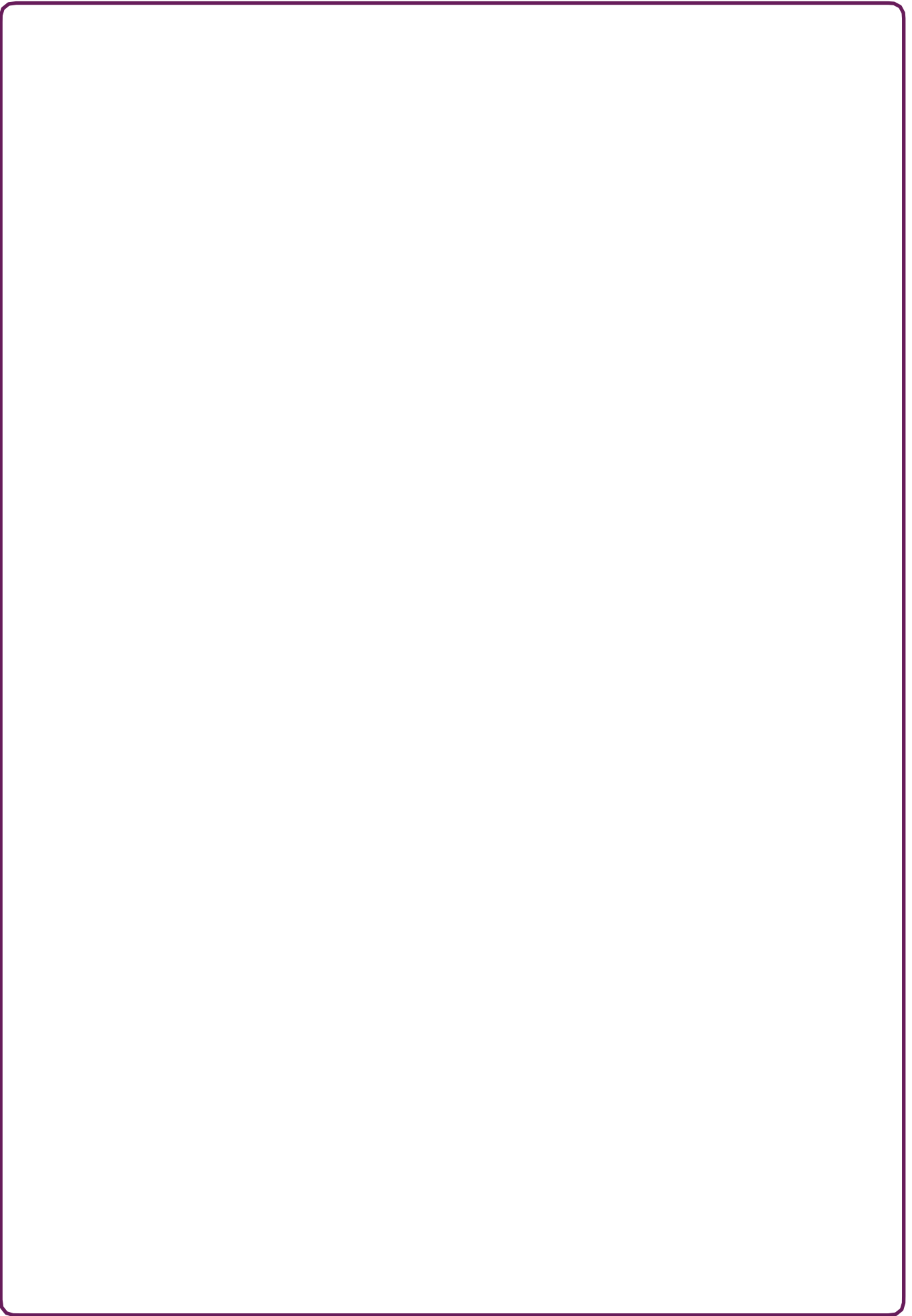


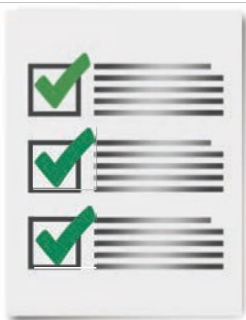
Did you wait more than 12 months to tell us about the complaint?
If you did, please tell us why you waited:



Please tell us a bit about your complaint. Things like:

- what happened and what went wrong
- when it happened
- who was involved.





Did the NHS give you an answer for everything that was in your complaint?

☐

Yes

☐

No

☐

I don't
know



If you ticked no, please tell us what they missed:



Tell us if the problem you are complaining about has made your life hard or caused any problems for you.

Things like:

- how the problem made you feel
- if you have had to change anything in your life because of the problem.



If we can help you, we can ask the NHS to:

- say sorry
- change how they do things
- give you some money.



The NHS do not have to do what we ask them to.



Please tell us what you would like to happen:

A large, empty rectangular box with a purple border, intended for users to write their suggestions or feedback.



Do you want us to ask the service to pay you money?

☐

Yes

☐

No



If you answered yes, tell us how much money you want.



You can read more about the money we can ask services to pay in our financial remedy leaflet on our website.



Are you taking **legal action** for your complaint, or are you planning to take legal action?

Taking **legal action** means when you go to court to solve a problem.

☐

Yes

☐

No

☐

I don't
know



If you ticked yes, please tell us more about it:



Sometimes we can book a meeting with the NHS organisation you are unhappy with.

We help you to talk to each other and fix your problem.



We do not decide who is right or wrong.

We do not take sides.



We usually have meetings by video calls.

Or we can meet somewhere or talk on the phone.



Is this something you would like us to help you do if we can?

☐

Yes

☐

No

☐

I don't know

☐

Tick this box if you would you like us to send you more information to help you decide.

Part 3. Signing this form



Before we can help you, we need you to agree to some things.

Sign this form if you are happy for us to:



- look into your complaint



- keep some information about you.
This will be the information you tell us and what the NHS service tell us



- share some of the information we have about you.

For example, we might need to share it with people involved in your complaint.



- look at and use your **medical records** to help with the complaint.



Your **medical records** are notes that doctors and nurses keep about your health.



We know that complaints can be difficult to talk about and people can feel upset or angry.



When people behave badly, it can stop us from doing our work.
It can also upset our workers.



We have rules to keep everyone safe and happy.
You can read the behaviour rules on our website.



If you agree to all of this, please fill in these boxes:

Write your name here:

A small icon of a man with glasses holding a white sign that says "Name" in bold black letters. The sign is held in front of his chest. This icon is placed at the start of a large purple rounded rectangular box for writing the name.

Sign your name here:

A small icon showing a signature "RJ Smith" in blue cursive script on a yellow notepad, with a hand holding a pen below it. This icon is placed at the start of a large purple rounded rectangular box for signing the name.

Write today's date here:

A small icon of a spiral-bound calendar with a red header. The word "Date" is written in bold black letters at the top. Below it is a grid of numbers from 1 to 30. This icon is placed at the start of a large purple rounded rectangular box for writing the date.

Extra questions



The next few questions ask you about you.

These questions will help us to:



- understand how easy it is for people to use our service



- make sure our services are fair and easy for everyone to use.



You do not have to answer the questions if you do not want to.

Questions about you



Question: What is your date of birth?
Please tell us what day, month and year you were born.

Day

Month

Year



Question: What is your gender?

☐

Man

☐

Woman

☐

Non-binary. This means you do not see yourself as male or female

☐

I don't want to say



You can tell us what gender you are if you want to:



Gender

When you are born, a doctor says if you are a boy or a girl.

This is your gender at birth.



You might stay this gender all of your life.

Or, as you grow up, you may feel like your gender is different.

You may change your gender.



Question: Is your **gender** now different to the one you were given when you were born?



Yes



No



I don't want to say



Question: What is your **sexual orientation**?

Sexual orientation mostly means who you are attracted to.



☐ I am a man who is attracted to women. Or I am a woman who is attracted to men



☐ I am a man who is attracted to other men. Or I am a woman who is attracted to other women



☐ I am attracted to both men and women



☐ I am not sure



☐ Other. Tell us your sexual orientation if you want to:



☐ I don't want to say

Question: What is your **ethnic group**?
Ethnic group is your race, background and culture.



Asian or Asian British:

☐

Indian

☐

Pakistani

☐

Bangladeshi

☐

Other Asian or Asian British.
Please tell us:

Black or Black British:

☐

African

☐

Caribbean

☐

Other Black or Black British.
Please tell us:





Mixed ethnic group:

☐

White and Asian

☐

White and Black African

☐

White and Black Caribbean

☐

Other mixed ethnic group or
background. Please tell us:



White:

☐

British

☐

Irish

☐

Any other white background.
Please tell us:

Other ethnic group:

☐

Chinese

☐

Another ethnic group or background. Please tell us:

☐

I don't want to say

Question: What is your religion or belief?

☐

Buddhist

☐

Jewish

☐

Christian

☐

Muslim

☐

Hindu

☐

Sikh

☐

Bahai

☐

Jain

☐

Zoroastrian

☐

Pagan

☐

No religion. This includes if you are Atheist

☐

Other religion. Please tell us:

☐

I don't want to say





Marital status means if you have ever been married or in a civil partnership.

Question: What is your marital status?

☐

I am not married or in a civil partnership

☐

I am married

☐

I am in a civil partnership

☐

I have broken up with my partner but we are still married

☐

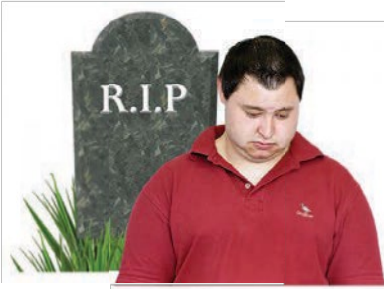
I have broken up with my partner but we are still in a civil partnership

☐

I am divorced

☐

My civil partnership has been ended by the law

☐

I am still married or in a civil relationship but my partner has died

☐

I don't want to say



Question: Were you pregnant or were you off work looking after a baby when the problem happened?

☐

Yes

☐

No

☐

I don't want to say



Question: Do you have a disability or a **long term** illness or health condition?

Long term means it lasts for 12 months or more.

☐

Yes

☐

No

☐

I don't want
to say



If the answer is yes, please tell us more here:

Sending us your form



When you have filled in this form, you need to send it back to us.



You can send it to us:

By email:

publicservice@ombudsman.org.uk



By post:

Public Service Ombudsman
Citygate
47-51 Mosley Street
Manchester
M2 3HQ

You also need to send us copies of any documents you have about your complaint.

This might be things like:

- letters





- emails

- forms.



Please do not send us any photos about your complaint.



If you have any photos, we will ask for them later.



We will scan everything you send us. This means we will use a computer to take a picture of each page of the form.

We will save the pictures on our computers.



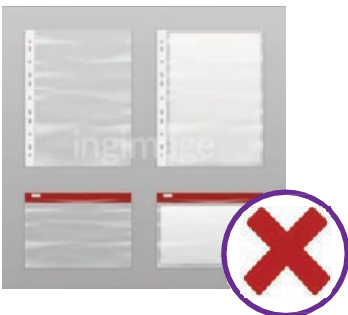
We will then get rid of the paper form and any documents you have sent us.



It is really important that you keep a copy of the form for yourself.



Please do not send us any letters or documents with staples in them.



Please do not send us anything in a plastic wallet.



This will help us do our job more quickly.

What happens next



We may put any decisions we make on our website.



This helps services to learn from things other services have done wrong.



If we put information about your complaint on our website, we will not put your name with it.

That way, nobody will know it was you who made the complaint.



You can look at our decisions on our website:

decisions.ombudsman.org.uk

How we use and look after your information



When you ask us for help, we will get some personal information from you.

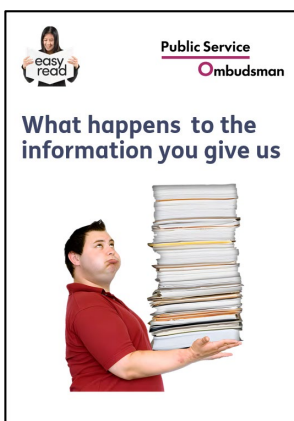
Things like your name, email address and phone number.



We will also have the things you tell us in your complaint form.



We will follow the law about keeping your information safe and private.



There is more information about how we look after your information in our Privacy Notice.

The notice is on our website:

www.ombudsman.org.uk/sites/default/files/Our_Privacy_Policy_EasyRead.pdf



If you have any questions about our Privacy Notice, you can contact us:



By email:

informationrights@ombudsman.org.uk



By phone:

0345 015 4033



If you are not happy about how we have looked after your information, you can:



Email us:

dpo@ombudsman.org.uk



If you are not happy with how we deal with your complaint, you can complain to the Information Commissioner's Office.



You can find out how to do this on their website:

www.ico.org.uk/make-a-complaint



This is not in Easy Read.