



We will always do our best to help, so if we can't look at your complaint then we will point you in the right direction.

## Contact us

To find out if we can help:

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

Call us on 0345 015 4033

Text 'call back' with your name and mobile number to 07624 813 005 and we will get back to you

For other languages or formats please contact us:  
[publications@ombudsman.org.uk](mailto:publications@ombudsman.org.uk)

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Complaining can  
**make things better.**



Parliamentary and Health  
Service Ombudsman

How we can  
help you



## **We are an independent and free complaint handling service**

We make final decisions on complaints that have not been resolved by the NHS in England and UK government departments and some UK public organisations.

We do this fairly, without taking sides. We are not part of the NHS or the Government, and we are not a regulator.

We were set up by Parliament to provide an independent complaint handling service. Our service is free for everyone.

## **We deal with complaints about lots of different organisations**

We can investigate complaints about NHS organisations in England including hospitals, GP surgeries and dental practices. We can also investigate complaints about many other public organisations like the DVLA, Jobcentre Plus and the Passport Office.

## **Complain to the organisation you're not happy with first**

If you're not happy with the service you've received from the NHS or a UK government department, let the organisation know, so that it has a chance to put things right.

If you need to make a formal complaint to the organisation, and after this you still don't feel the matter has been resolved, then get in touch with us as soon as you can.

## **We investigate complaints thoroughly and impartially**

We assess 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 could to resolve the complaint. If it looks like there is a problem that still needs looking into, we can investigate.

We collect the facts to establish what has happened, we weigh up the evidence, and we make a final decision on the complaint.

## **We can get things put right**

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

We can also ask the organisation to take action to try to stop the same mistakes happening again. If we decide there were no failings, or that there were but the organisation has done the right thing to resolve the complaint, we will explain why.

