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# We value your feedback and complaints as they help us improve our service. By speaking up, you can help us make a difference.

You can make your complaint to anyone who works in our organisation. You can do this in person, by phone, by email or in a letter. If you need support to do this, we will help you find it.

**A closer look:** we might need to take a closer look at your complaint. This could happen:

* if your complaint cannot be resolved quickly
* if it is serious or complex
* if it needs a detailed investigation.

If this happens, we will get in touch and explain what happens next. We keep you involved and will update you at each stage of the process.

**Early resolution:** we will always try to resolve your complaint quickly.

**What happens next?**

If you are not satisfied with how we have dealt with your complaint, you can ask the Parliamentary and Health Service Ombudsman to consider it.

The Ombudsman is a government organisation that makes final decisions on complaints that have not been resolved by the NHS in England and Wales.

You can do this after you have received our final written response.

We will tell you how to do this when we send you our final response.