**Sample paragraph explaining the Ombudsman’s role**

You can use, or adapt, the sample paragraph below in your communications.

If you’re unhappy with how we have dealt with your complaint and you would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman.

The Ombudsman makes final decisions on complaints that have not been resolved by the NHS in England, government departments and some other public organisations. The service is free of charge for everyone.

There is a time limit for making your complaint to the Ombudsman, so make sure you do this as soon as possible so you do not miss your chance for a final, independent decision on your complaint.

To take a complaint to the Ombudsman, or to find out more about the service, go to www.ombudsman.org.uk or call 0345 015 4033