



What to do if you are not happy with your healthcare



How we can help you with your complaint



About us

We are the Parliamentary and Health Service Ombudsman.



We look into complaints about the NHS in England.



A **complaint** is when you are not happy about something and you tell someone about it.



This might be about a service or how you have been treated by someone.



When you ask us to help you with your complaint, you need to fill in a complaint form.



After we have got your complaint form, we can help you if:

- you have already complained to the NHS about the care you got

and

- the NHS service has looked into what happened and given you final answer.



If you are not happy with this final answer you can ask us to look into it.



Times when we cannot help

There are some times when we might not be able to help. This could be if:

- you have complained to the NHS and you are waiting for an answer





- it is more than 12 months since the problem happened



- you are taking legal action or we think you need to take **legal action**.

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



You can phone us if you have any questions or are not sure about anything on the complaint form.



Phone us:
0345 015 4033

Things we need to help with your complaint



Fill in the easy read complaint form and send it back to us. It will help us decide if we can help you.



You also need to send us copies of:

- anything you wrote down and sent to the NHS about your complaint

and

- any answers the NHS sent back to you.



These might be copies of:

- letters
- emails
- forms or other documents.





You can send everything back to us by email or post.



By email to:
phso.enquiries@ombudsman.org.uk



By post to:
**Parliamentary and Health Service
Ombudsman
Citygate
47-51 Mosley Street
Manchester
M2 3HQ**



If we can help, we will contact you.