



What to do if you are not happy with your healthcare

Easy
Read

About this leaflet



We are the Parliamentary and Health Service Ombudsman. We help sort out complaints when people are not happy with their healthcare.



This is healthcare like

- doctors
- hospitals
- dentists
- opticians.



This leaflet is about NHS healthcare only.



This leaflet tells you

- what to do if you are not happy with your healthcare
- who can help.

What to do if you are not happy with your healthcare



You need to tell the place you got the healthcare from first.

Like your doctor's surgery or hospital.



You need to tell them what you are unhappy about.

This is called making a complaint.

It is fine to make a complaint. No one will treat you badly because of it.



How to make your complaint



1. Talk to staff at the place you got healthcare from.

Ask them how to make a complaint.

They may say you can

- talk to someone about the problem
- write to them
- fill in a form.



Say if you find it hard to read or write. There may be other ways to make your complaint.



It may also help to talk to the person you are unhappy with first. It may solve the problem.



2. Think about what you want to say when you make your complaint.

You need to say what you are unhappy about.

You need to say

- what happened
- when it happened
- where it happened
- who you want to complain about
- what you want them to do to make the problem better.



You also need to give some information like your name and address.



3. Make your complaint as soon as possible.

This can help to get your problem sorted out quickly



4. Keep a copy of letters or emails about your complaint.

Keep a note of the dates you got them or sent them as well. You may need this information later.



5. Talk to us if you are unhappy with the way your complaint was looked at.

We may be able to help.

We can only help if

- the other people have finished looking at your complaint
- or your complaint has not been sorted out after six months.



Tell us as soon as you can.



For more information:

Phone us on 0345 015 4033

Email us at
phso.enquiries@ombudsman.org.uk

Look on our website at www.ombudsman.org.uk/complainforchange



Find us on Facebook or Twitter @
PHSOmbudsman

Help you can get

You may want some help to make a complaint.

You can get help from

1. Someone you know and trust.
2. A group in your area called **Healthwatch**.



healthwatch

They help people speak up about their healthcare.



They can help you

- get in touch with the people you need to complain to
- find someone to help you complain.



You can find a Healthwatch group near you on this website

[www.healthwatch.co.uk/
find-local-healthwatch](http://www.healthwatch.co.uk/find-local-healthwatch).



You can also contact Mencap.

www.mencap.org.uk