

# What to do if you are not happy with your healthcare

**EASY TO  
READ GUIDE**



# Talk to us first about what you are not happy with

This is called making a complaint.

It is fine to make a complaint.

No one will treat you badly because of it.



**Ask a receptionist** how to tell us what you are not happy about.

We will try to help you.

They may say you can:

- **talk to someone about the problem**
- **write to us**
- **fill in a form**



## **Say if you find it hard to read or write.**

There are 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.



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, date of birth and address.**

**Make your complaint as soon as possible.**

This can help to get your problem sorted out quickly.



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.



If you are still unhappy once we have finished looking at your complaint, you can talk to the Parliamentary and Health Service Ombudsman.

You can also talk to them if we have taken longer than 6 months to sort out your complaint.

**Tell them as soon as you can.**

**For more information:**

Phone them on 0345 015 4033

Email them at  
[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Look on their website at  
[www.ombudsman.org.uk/complainforchange](http://www.ombudsman.org.uk/complainforchange)



Parliamentary  
and Health Service  
Ombudsman

# Help you can get

**You may want some help to make a complaint.**

**You can get help from:**

- Someone you know and trust.
- A group in your area called **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 here:

[www.mencap.org.uk](http://www.mencap.org.uk)