

# Complaints about healthcare services

All NHS organisations must have arrangements for listening to and acting on complaints. So if you have a complaint about services provided by an NHS organisation, complain directly to that organisation.

For example, if you are unhappy that your GP did not refer you to hospital you can complain to the GP surgery. Or if you want to complain about your care in a hospital clinic you can approach the hospital directly.

Alternatively, you can complain to the body which buys (or commissions) the service. In the case of hospital treatment, this is your local [clinical commissioning group](#) and in the case of GP services, this is NHS England.

If it's difficult to work out who to complain to, contact your local Healthwatch or go to the Citizens Advice Bureau website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). See over the page for other organisations that can help you take forward your complaint.

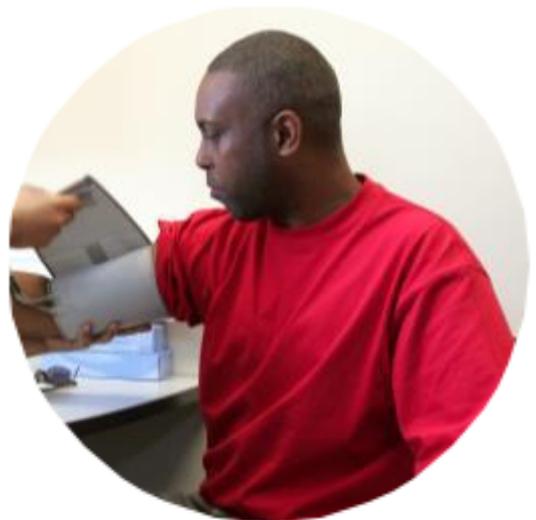
If you are unhappy with the organisation's response to your complaint, contact the Parliamentary and Health Service Ombudsman at [www.ombudsman.org.uk](http://www.ombudsman.org.uk), ring their helpline: 0345 015 4033 or email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk).

## How we can help you

If you contact us with a complaint or concern, we will listen, record the information and get back to you within 10 working days:

- telling you where to direct your complaint or forwarding it for you
- finding you a point of contact in the organisation you wish to complain about, if you don't already have one
- offering information about where to get more help making your complaint.

If you are a current or former member of NHS staff who wants to report concerns about an NHS organisation, please check [our whistleblowing policy](#).



We know it can be frustrating that we can't resolve individual complaints. As the sector regulator for health services in England, we take complaints about the NHS seriously and we use the information from them to help us do our job of making the health sector work better for patients.

For more information see our leaflet '[How we use information from patient complaints about NHS care](#)'.



### Organisations that can help you

**Your local Healthwatch** works on behalf of local people and the community ensuring that your views about services are heard and acted on: [www.healthwatch.co.uk/find-local-healthwatch](http://www.healthwatch.co.uk/find-local-healthwatch) or call 03000 683 000.

**Patient Advice and Liaison Service (PALS):** Information, advice and support based in NHS trusts and NHS foundation trusts. Information and how to find your nearest service is on the NHS Choices website: [www.nhs.uk](http://www.nhs.uk).

**Citizens Advice (CAB):** Free, confidential and independent advice available face-to-face and by phone. Some offices offer home visits and email advice: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

If your complaint relates to quality of care, you may also wish to contact the **Care Quality Commission (CQC)**. Like Monitor, CQC is a regulator and cannot resolve individual complaints, but is keen to hear about patients' experiences of care. You can contact CQC on 03000 61 61 or at [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk). Website: [www.cqc.org.uk](http://www.cqc.org.uk).

### For more information contact:

Telephone: 020 3747 0000

Email: [enquiries@monitor.gov.uk](mailto:enquiries@monitor.gov.uk)

Post: Enquiries and Complaints team, Monitor, 133-155 Waterloo Road, London, SE1 8UG.