



How to complain about a health service or social care service



This is an EasyRead version of
How to complain about a
health or social care service

About this booklet



Sometimes things go wrong with our health services or care services.



This booklet tells you what to do if you or your family want to make a complaint.

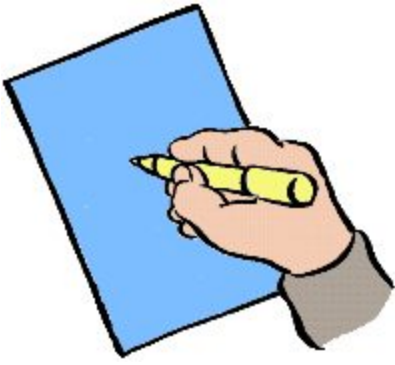
How to complain



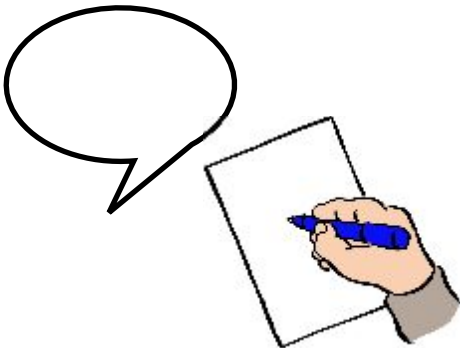
There are different ways to complain:

- if you use health care or social care
- if your health care or social care is paid for by you or by the council or Government.





It is a good idea to write down the name of the person you speak to about your complaint.



You should also write down what everyone says.

healthwatch



Your local Healthwatch may tell you if you can get free help or advice or support with your complaint.

How to complain about NHS health care



If you are not happy with care from an NHS service, you can complain.



The NHS service might be a doctor, hospital or dentist.



You should ask the service to give you a copy of their complaints procedure.



The complaints procedure will tell you how make a complaint and what happens next.



It will tell you how the NHS service will make changes when they have listened to your complaint.



You should complain to the NHS service first so they can try to make things right for you.



You can:

- talk to someone



- telephone



- email



- write a letter.



If you cannot complain to the NHS service, there are other people in the NHS you can complain to.



If your complaint is about:

- a hospital



- a local NHS community service, you can contact your local NHS Clinical Commissioning Group.



If your complaint is about:

- your local doctors' surgery



- dentist



- pharmacy



- how your local NHS Clinical Commissioning Group pays for services



you can complain to the NHS Commissioning Board.



If you are still not sure, you can complain to any NHS service and they will make sure the right person gets your complaint.



If you are not happy with how your complaint is dealt with by the NHS, you can contact the Health Service Ombudsman.



It is free to complain to the Health Service Ombudsman and they do not work for the NHS.



They will usually only look at your complaint after the NHS have tried to sort it out first.



If they decide the NHS did not deal with your complaint in the right way, they can suggest how they can make things right.



You can contact the Ombudsman:

Telephone:
0345 015 4033



Email:
phso.enquiries@ombudsman.org.uk



Textphone:
0300 061 4298



Text: text the words “call back” and your name and mobile number to
07624 813 005 and we will telephone you



Write to:
**Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London SW1P 4QP**



Website:
www.ombudsman.org.uk

How to make a complaint about health care that you have paid for



You can make a complaint about care that was not paid for by the NHS.



You should complain to the health care service first.



If you are not happy with how they deal with your complaint, you can contact the Independent Healthcare Advisory Service (IHAS) at their website:

www.independenthealthcare.org.uk

How to make a complaint about care homes and social care services



This section is about making a complaint about:

- a care home



- a nursing home



- a home-care agency



- any other social care service that has not been paid for by the NHS.





If you want to make a complaint about a service they provide that is paid for by the NHS, you must read the section in this booklet called **How to complain about NHS health care**.



You should ask the service to give you a copy of their complaints procedure.



The complaints procedure will tell you how to make a complaint and what happens next.



It will tell you how the service will make changes when they have listened to your complaint.



You should complain to the service first so they can try to make things right for you.

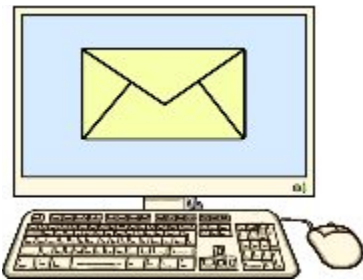


You can:

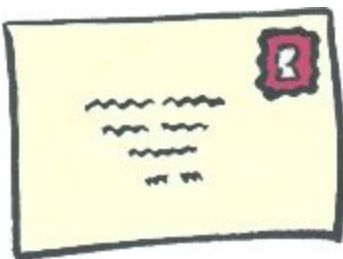
- talk to someone



- telephone



- email



- write a letter.



If you are not able to do this, you can complain to your local council.



You should contact your local council if you are not happy with the way the service has dealt with your complaint.



You can find their address at this website: **www.direct.gov.uk** or you can ask your local Healthwatch.



If you are not happy with the way the care home, social care service or the local council have dealt with your complaint, you can tell the Local Government Ombudsman.



You can do this if you pay for your own care services or if the local council pays for it.

You can contact the Local Government Ombudsman:



Telephone:
0300 061 0614



Write to:
Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH



Website:
www.lgo.org.uk

The Independent Advocacy Service (IAS)



The IAS can advise you and support you if you want to make a complaint about your NHS service.



It is free to use and they will keep your information secret.



The IAS have some offices in England.



They do not work for the NHS.

healthwatch



Your local Healthwatch can help you to find your nearest IAS.

Healthwatch



Healthwatch do not work for anyone else.



They listen to health service customers and make local services better.



They can help you to find more information or support for making your complaint.



You can get more information from their website:

www.healthwatch.co.uk

The Care Quality Commission



The Care Quality Commission (CQC) does not work for anyone else.



They check services to make sure they are supporting you in the right way.



The CQC have rules so that services keep you safe and give you the right care and support.



They check:

- hospitals



- dentists



- doctors' surgeries



- ambulances



- care homes



- home-care agencies



- other care services.



The CQC will listen to what people say so they can:

- find out which services are not following their rules



- decide which services to visit and when.



CQC can use the law to make sure services get better when they don't follow the rules.

If you want to tell CQC about a service, even if you don't want to make a complaint:



Telephone:
03000 616161



Website:
www.cqc.org.uk

How to contact CQC



Telephone our Customer Care Team on:

03000 616161



Email:

enquiries@cqc.org.uk



Write to:

**CQC
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**



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