

# Compliments, Comments, Complaints or Concerns to enable improvements of NHS services EasyRead Guide



Copies of this leaflet are available in braille, large print and audio format on request:



Telephone:

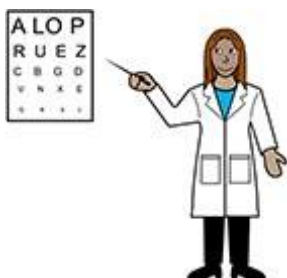


Email:

# If your comment involves a...



**GP (doctor)**



**Optician (eyes)**



**Pharmacy (tablets/injections)**

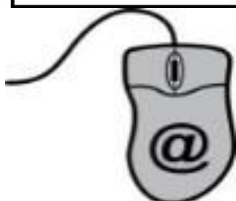


**Dentist (teeth)**

## Contact NHS England:



Telephone: 0300 3 11 22 33



Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

# Tell us your views...

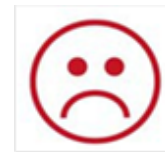
If you want to make a **comment...**



Or, thank NHS staff...



Or, if you are **unhappy about something...**



Or, just ask a **question...**



Telephone: 01424 751609



Email: [reception.sedwest@nhs.net](mailto:reception.sedwest@nhs.net)

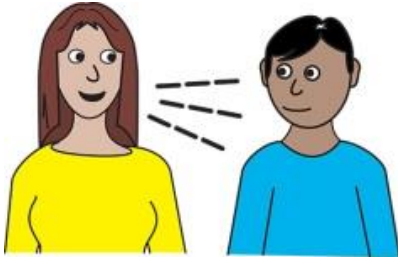


Website:

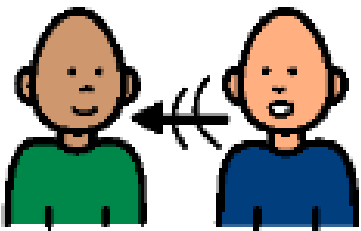
# What happens if I complain?



You will not be seen as a troublemaker.  
We want to help put things right for you!



We will contact you within 3 working days of receiving the complaint.



We will discuss your complaint with you and agree with you how we will look into your complaint.



We will tell you what we will do and when.  
We will not give your personal details to anyone if you do not want us to.



After your complaint has been fully investigated, we will send you a written response.

# What happens if I'm still unhappy?



If you are still unhappy you can complain to the Health Service Ombudsman.



Telephone: 0345 015 4033



Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



Writing a letter to:  
The Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank, London  
SW1P 4QP