



Patient Information Service

Making a complaint about the NHS



The NHS tries hard to look after you, but sometimes things go wrong. This leaflet tells you what to do if you are not happy with the NHS.



Things you can complain about

You can complain to the NHS about things like:

- the care or treatment you get from the NHS
- the place where you get treatment, for example, a doctor's surgery, a hospital or an ambulance
- the staff involved in your care.



Things you cannot complain about

There are some things you cannot complain about to the NHS, including:

- private health care or treatment
- services that you do not get from the NHS.

Who can complain?



- You can complain if it is about something that happened to you. If you agree, someone can complain for you. This could be a relative, carer or friend. Or your advocate can complain for you
- Normally, you must complain within one year. If you think you have missed your chance, tell us anyway. Sometimes we can deal with a complaint even if it is late.



How to complain

- First talk to your doctor or nurse or other member of staff. They can try to sort out your complaint straight away
- You may not be able to talk to the doctor or nurse. You can ask to speak to a senior member of staff. Or you can ask to speak to the complaints officer.



The way to complain

- You can complain in person, by phone, letter, fax, e-mail or textphone
- Tell us your name and address. Tell us about what happened, where and when
- We will keep information about you private. We will make a record of your details and complaint, and use it to help us make services better.



What happens next?

We will write and tell you we have got your complaint. We will send another letter to tell you what we found out and what we are going to do about it.



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If this leaflet does not answer all of your questions, or if you have any other concerns please contact the learning disabilities nurse specialist on: **01702 435555 ext 6448**.

www.southend.nhs.uk

For a translated, large print or audio tape version of this document please contact:

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