

The NHS feedback and complaints procedure

Feedback*

Many concerns can be resolved through giving feedback directly to the provider, such as a hospital or GP. You may also wish to provide feedback about what has worked well in your experience with the NHS

Issue not resolved

Make a complaint*

If you would like to make a complaint you can either go directly to the organisation that provided your care (the 'provider') or to the relevant organisation that bought the service you received (the 'commissioner')

Issue not resolved

Issue resolved

Yes
No further action

You can refer your complaint to the 'Parliamentary and Health Ombudsman' for further investigation

*You may do either, or both