



This information can be distributed to any member of the community if they are having difficulties with Healthcare services as per NHS England website.

To complain or give feedback:

**By post to:**

**NHS England**

PO Box 16738

Redditch

B97 9PT

**By email to:**

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state:

**'For the attention of the complaints team'** in the subject line.

**By telephone: 0300 311 22 33**

**opening hours** 9am to 3pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.

**Complaints – what you need to provide**

Provide as much information as possible to allow NHS England to investigate your complaint. Include the following:

- your name and a valid email or home address for reply
- a phone number in case we need to contact you for additional information
- the name, location, and postal address (if you know it) of the service you want to complain about
- if your complaint is about healthcare in prison, the name of the prison
- a clear description of what you want to complain about and when this happened
- any relevant correspondence

**Consent**

If you are complaining on behalf of someone else, we will need their consent to proceed with the complaint. We will contact you about this.

When a complaint is made about a service such as a GP, dentist or pharmacy, we will also require specific consent to share the complaint with that service in order to investigate it. It will speed up the process if you include the following line in your complaint:

“I give permission for my complaint to be shared with (insert name of GP / dental surgery etc.) in order for NHS England to carry out an investigation.”