

NHS Complaint Procedure

Complaining about NHS services

Everyone who provides an NHS service in England must have their own complaints procedure. You can often find information in waiting rooms, at reception, on the service provider's website, or by asking a member of staff.

You can either complain to the NHS service provider directly – such as a GP, a dentist surgery, Optician or a hospital – or to the commissioner of the services, which is the body that pays for the NHS services you use. You can't apply to both. See the information below on [How to find the commissioner](#).

In the event of a complaint about more than one organisation – perhaps a complaint that includes issues about your GP, local hospital and ambulance service – you'll only need to make one complaint.

The organisation that receives your complaint must then co-operate with the others to ensure you receive a co-ordinated response.

How do I find the commissioner?

Contact NHS England for complaints about primary care services (GPs, dentists, opticians or pharmacists). NHS England also commissions military health services and some other specialised services.

To contact NHS England:

- email england.contactus@nhs.net with "For the attention of the complaints team" in the subject line
- phone 0300 311 22 33
- use the [British Sign Language service](#)

For more detailed information, visit the [NHS England website](#).

Contact your local clinical commissioning group (CCG) for complaints about secondary care, such as hospital care, mental health services, out-of-hours services, NHS 111, and community services like district nursing, for example.

Every CCG will have its own complaints procedure, which is often displayed on its website. You can [find contact details for CCGs](#) on this site.

Contact [your local authority](#) if your complaint is about public health organisations, which provide services that prevent disease, promote health and prolong life