

**One  
Medicare**

# **How to make a complaint**

**Easy  
Read**

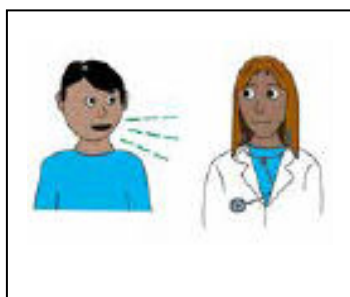




## **This leaflet tells you**

- What to do if you are not happy with your healthcare
- Who can help

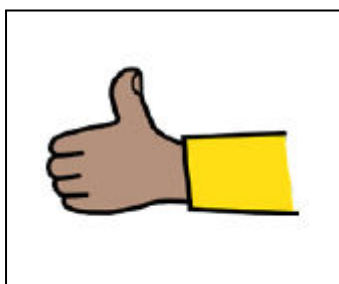
## **What to do if you are not happy with your healthcare**



You need to tell your doctor's surgery or the walk-in centre or the urgent care centre you went to.

You need to tell them what you are unhappy about.

## **This is called making a complaint**



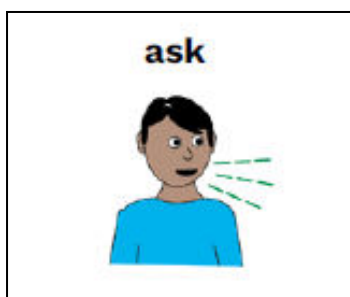
It is fine to make a complaint. No one will treat you badly because of it.

## How to make your complaint



### 1. Talk to the staff at the place you received your healthcare from.

Ask them how to make a complaint.



They may say you can:

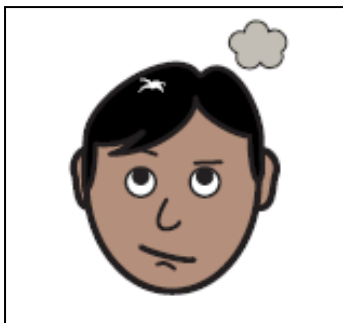
- talk to someone about the problem
- write to them
- fill in a form



Say if you find it hard to read or write. There may be other ways to make your complaint.



It may also help to talk to the person you are unhappy with first. It may solve the problem.

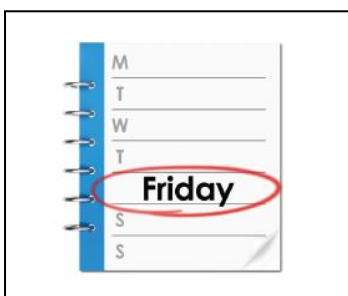


## 2. Think about what you want to say when you make your complaint.

You need to say what you are unhappy about.

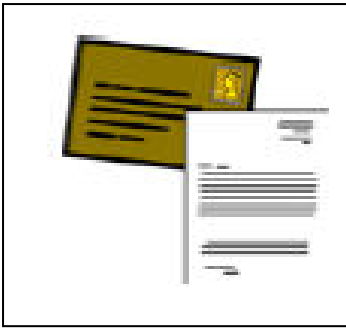
Tell us:

- what happened
- when it happened
- where it happened
- who you want to complain about
- what you want them to do to make the problem better



## 3. Make your complaint as soon as you can

This will help get your problem sorted out quickly.



#### **4. Keep a copy of letters or emails about your complaint**

Keep a note of the dates when you sent them and received them. You may need this information later.

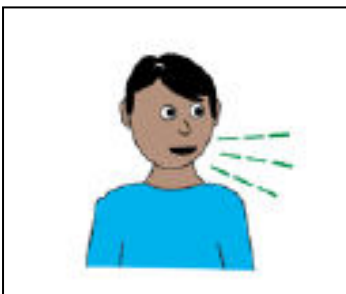


#### **5. Contact the Ombudsman if you are unhappy with the way your complaint was looked at.**

They can only help if



- the people at our surgery or centre have finished looking at your complaint
- or your complaint has not been sorted out after 6 months.

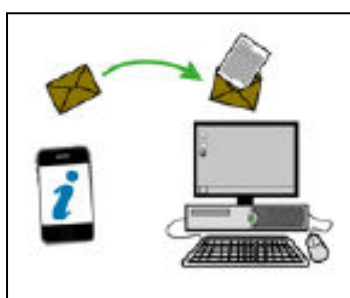


Tell the Ombudsman as soon as you can.



## Ways to contact the Ombudsman are:

Telephone them on 0345 015 4033



Email them at

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

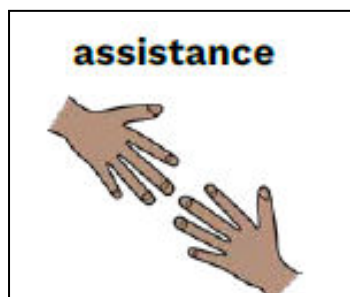
Look on their website:

[www.ombudsman/complainforchange](http://www.ombudsman/complainforchange)



Find them on Facebook or X (formerly Twitter) @PHSOmbudsman

## Help you can get



You may want some help to make a complaint

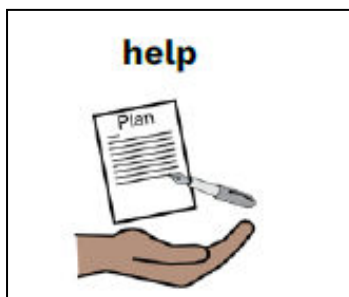
You can get help from:

1. someone you know or trust

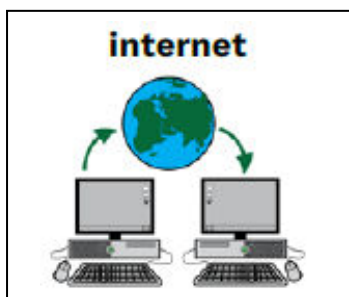


2. a group in your area called  
**Healthwatch**

They can help you:



- get in touch with the people you need to complain to
- find someone to help you complain



You can find a Healthwatch group near you on their website

[www.healthwatch.co.uk/find-local-healthwatch](http://www.healthwatch.co.uk/find-local-healthwatch) or you can call them on 03000 683 000



3. You can also contact **Mencap** at [www.mencap.org.uk](http://www.mencap.org.uk) or call them on 020 7454 0454

Or contact



4. **VoiceAbility** at [www.voiceability.org](http://www.voiceability.org)  
Email [helpline@voiceability.org](mailto:helpline@voiceability.org) or  
Telephone 0300 303 1660

## Contact us

You can also write to us at:



**OneMedicare, Bank Top Farm,  
Black Hill Road, Leeds LS21 1PY**

or email:

[PatientFeedback@onemedicalgroup.co.uk](mailto:PatientFeedback@onemedicalgroup.co.uk)

or Telephone 0113 284 3158

You can use this space to write notes: