

# How to make a complaint about your GP; Pharmacy; Dentist or Optician



## STEP 1



You should contact the service directly in the same way you normally do.



Explain the problem to see if they can sort it out quickly.

## STEP 2



If they cannot help you,



You can make a formal complaint to NHS  
England



You can phone them on

0300 311 2233



Or email them at

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

Or write to them at:

NHS England, PO Box 16738  
Redditch  
B97 9PT



## IMPORTANT

Complaints need to be made within 12 months (one year) of the date the problem happened.



They will let you know within three working days that they have received it.



They will give you a full reply within 40 working days (about two months).

## STEP 3



If you are still not happy with the reply,  
you can make a formal complaint to:

**The Parliamentary & Health Service  
Ombudsman**



You can phone them on

0345 015 4033



Or email them at

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



Or write to them at:

Millbank Tower, 30 Millbank  
London  
SW1P 4QP



## IMPORTANT

Complaints need to be made within 12 months (one year) of the date of your original complaint.



They will let you know within five working days that they have received it.



They will give you a full reply within 20 working days (about four weeks).

## NEED MORE HELP?



If you need help, ask for an Advocate.



See our video on our website for more information about Advocacy.



Or Contact Healthwatch Enfield for more information:



By telephone on

020 8373 6283



Monday to Friday

Between 9am - 4pm



Or text us on 07526 645 683



Or send us an email at

[admin@healthwatchenfield.co.uk](mailto:admin@healthwatchenfield.co.uk)

Or write to us

(no stamp needed) at:

FREEPOST RTGT-SRCL-ABRS Healthwatch  
Enfield  
Community House  
311 Fore Street  
London  
N9 0PZ

