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|  | **This fact sheet is about:**  **Dentists, Opticians and Pharmacists** |
|  | Community health providers like dentists, opticians and pharmacists are: | |
|  | * Independent. |
|  | * Paid for by the health board. |
|  | They can be one person or a  big company. |
|  | **What do you do before you contact the Ombudsman?** |
| sent complaint | You must complain to the body first.  Your local Community Health Council (CHC) can help you. |
|  | **What can the Ombudsman do?**  We can do something if: |
| NHS-Private_1024x1024 | * the care is paid for by the NHS and the care was not good for you, or your child. |
| Dentist-Patient-Supporter-2_1024x1024 | * you have been told you cannot have NHS Dental care but you have not been told why. |
|  | **What can’t the Ombudsman do?**  We cannot: |
| Contract-Handshake_1024x1024 | * do anything about care you pay   for yourself. |
| Group-33_1024x1024 | * tell a Dentist or Optician they   must see you. |
|  | **More information** |
|  | Your local **Community Health Council (CHC**) can help make your complaint.  Phone 0845 6447814 or 02920 235558 |
| Computer-Laptop_Wales health | Your **Local Health Board** may also help. You can find your Health Board at [www.wales.nhs.uk/ourservices/directory](http://www.wales.nhs.uk/ourservices/directory) |

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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |