



## This fact sheet is about: NHS Complaints



It is not for complaints about GPs, dentists or pharmacists.



The Ombudsman can look at complaints about how the NHS looks after you.



His advisers can tell him anything he needs to know about health care that will help him look at what happened to you.



What do you do before you contact the Ombudsman?



Complain to your Local Health Board



They should look at your complaint using the Putting Things Right system and reply to you.



You should wait to see if you are happy with what they say.



## What can the Ombudsman do?

We can do something about:



- bad decisions.



- bad standards of treatment.



- bad nursing or neglect.



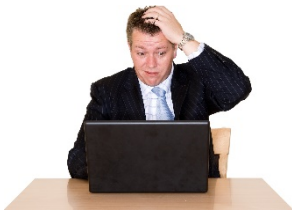
- badly kept or lost records.



- rude staff.



- bad handling of complaints.



## What can't the Ombudsman do?

We can't do anything about:



- problems in private hospitals - unless the care is being given for the NHS in Wales.



- treatment you are still getting.



- decisions the Ombudsman feels are fair.



## Things to think about



The Ombudsman can tell the Health Board what we think it should do if we think it has done something wrong.



The Ombudsman will need to say if the care was good enough.



Putting Things Right makes Health Boards look to see if they caused harm. If they say they did, they may offer you money or treatment to put things right.



The Ombudsman cannot take a complaint back to Putting Things Right once he has started looking at it.

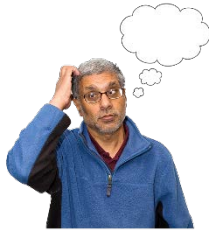


## More information



**Community Health Councils (CHCs)** give free help on: 0845 6447814 and at:

[www.wales.nhs.uk/sitesplus/899/home](http://www.wales.nhs.uk/sitesplus/899/home)



If you are still not sure if the  
Ombudsman can help, contact us.



## How to contact the Ombudsman



0300 790 0203



[ask@ombudsman.wales](mailto:ask@ombudsman.wales)  
[www.ombudsman.wales](http://www.ombudsman.wales)



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