



Appendix 2

Useful National Contacts for Health Complaints

Help to find a Solicitor

| Name of Organisation | Address and Telephone | Web Address | Notes |
|----------------------------------|--|---|---|
| Law Society | 020 7320 5650 (Mon-Fri 9am-5pm charged at local call rates). | http://solicitors.lawsociety.org.uk/ | Can help find a solicitor |
| Action Against Medical Accidents | Freedman House Christopher Wren Yard 117 High Street Croydon CR0 1QG Helpline: 0845 123 2352 (Mon-Fri 10am–3.30pm) | https://www.avma.org.uk/contact-us/ | Have an up to date list of personal injury lawyers in your area and can provide some advice |

Professional Bodies to complain about a health professional's conduct

| Name of Organisation | Contact Details | Web Address | Profession |
|--|---|---|--|
| Nursing and Midwifery Council NMC | 23 Portland Place, London W1B 1PZ 020 7333 9333 | https://www.nmc.org.uk | Nursing, Midwifery and Health Visiting |
| General Medical Council (GMC) | Regent's Place 350 Euston Road London NW1 3JN | https://www.gmc-uk.org | Doctors |
| General Optical Council | 10 Old Bailey London EC4M 7NG 020 7580 3898 | https://www.optical.org | Opticians |
| Health and Care Professions Council (HCPC) | Park House, 184 Kennington Park Road, London SE11 4BU 0300 500 6184 | https://www.hcpc-uk.org | Dietitians, Occupational Therapists, Physiotherapists, Paramedics, Radiographers, Speech and Language Therapists |

| | | | |
|------------------------|---|---|----------|
| General Dental Council | Dental Complaints Service 37 Wimpole Street London W1G 8DQ 020 8253 0800 (Mon-Fri 9am-5pm) | https://www.gdc-uk.org/ | Dentists |
|------------------------|---|---|----------|

Organisations for Specific Complaints

| Name of Organisation | Contact Details | Web Address | Remit |
|---|---|---|--|
| Information Commissioners Office (ICO) | 0303 123 1113 | https://ico.org.uk/make-a-complaint/your-personal-information-concerns/ | Data/ Information breaches |
| Independent Mental Health Advocacy (IMHA) | This is a national information website. | https://www.scie.org.uk/independent-mental-health-advocacy/ | Advocacy for those who are detained under the mental health act. |

National NHS Bodies

| Name of Organisation | Contact Details | Web Address | Remit |
|---|--|---|--|
| NHS England | NHS England, PO Box 16738, Redditch, B97 9PT 0300 311 22 33 england.contacts@nhs.net | https://www.england.nhs.uk | Primary Care Complaints or when there are multiple NHS organisations involved. |
| Parliamentary Health Service Ombudsman (PHSO) | Customer Helpline on 0345 015 4033 Based in Manchester | https://www.ombudsmen.org.uk | When a local NHS complaint has not been satisfactorily resolved |