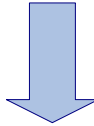


Complaining about discrimination in health services

Step 1: Informal action

Talk to the healthcare provider informally about your complaint

If the complaint isn't resolved

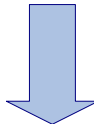


Step 2: Formal action

Make a formal complaint to the healthcare provider using their complaints procedure.

Always check time limits: if your complaint is about the NHS, make your complaint within 12 months of when you were discriminated against.

If the complaint isn't resolved



Step 3: Complaining to an independent organisation

If you want to complain about **NHS healthcare**:

Parliamentary and Health Service Ombudsman
www.ombudsman.org.uk

You need to complain within 12 months of when you were discriminated against.

If you want to complain about **private healthcare**:

Independent Healthcare Advisory Service
www.independenthealthcare.org.uk

If you want to complain about **private dental treatment**:

Dental Complaints Service
www.gdc-uk.org/membersofpublic

If you want to complain about **private optical treatment**:

Optical Consumer Complaints Service
www.opticalcomplaints.co.uk