

## Parliamentary and Health Service Ombudsman

The Parliamentary and Health Service Ombudsman independently investigate complaints about UK government departments, other public organisations and the NHS in England. The service is free, fair and open to everyone.

They can help you to make a complaint or if you would like to make a complaint on behalf of someone else.

They set the complaints standards for NHS and UK central government organisations in the UK. Following a complaint they work with the organisations to improve the services.

Accessibility: BSL speakers can use [their SignVideo service](#) to talk to them. Tell them if you need to communicate with them in a certain way. They can make adjustments to help. For example, they can use simple language or communicate using a signed video.

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**Helpline:** 0345 015 4033

*Calls are charged at local or national rates*

**Website 2:** <https://www.ombudsman.org.uk/>

**Twitter:** <https://twitter.com/phsombudsman>

**Youtube:** <https://www.youtube.com/user/phsouser>

**Opening Hours:** Helpline open Monday to Thursday 8.30am to 5pm and Friday 8.30am to 12pm

**Cost:** Free

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## Related Articles

[Advocacy support to get your voice heard](#)

[How to make a good complaint](#)