**How to complain**

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our

system meets national criteria. Our [pharmacist/complaints manager] will give you further information.

When making a complaint, you can choose to complain to either of the following:

The Pharmacist/Complaints Manger

1st floor, 4 Poplar road

Birmingham

B11 1UW

Or to

NHS England (the Commissioner)

PO Box 16738

Redditch

B97 9PT

By email to:

england.contactus@nhs.net

By telephone: 0300 311 22 33

Complaining to the commissioner may be the right option if you are not comfortable complaining directly to your healthcare provider, or if you feel this is not appropriate. Please note: if you have already complained to your healthcare provider, the commissioner will not be able to re-investigate the same concerns. If you are unhappy with the outcome of your complaint, you may wish to go to the next stage of the NHS complaints procedure. If you are not happy with the way your complaint has been dealt with and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman (PHSO) which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use. Visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk) Call us on 0345 015 4033