

## **If You Have A Complaint Organisations to Contact**

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**If You Wish To Complain About A Solicitor, You Should Contact:**

The Legal Complaints Service  
[www.legalcomplaints.org.uk](http://www.legalcomplaints.org.uk)  
Victoria Court  
8 Dormer Place  
Leamington Spa  
Warwickshire  
CV32 5AE  
Telephone - 01926 820 082

**If You Wish To Complain About A Barrister, You Should Contact:**

The Bar Council  
[www.barcouncil.org.uk](http://www.barcouncil.org.uk)  
289 – 293 High Holborn  
London  
WC1V 7HZ  
Telephone - 0207 242 0082

**If You Wish To Complain About A Legal Executive, You Should Contact:**

The Institute of Legal Executives  
[www.ilex.org.uk](http://www.ilex.org.uk)  
Kempston Manor  
Kempston  
Bedfordshire  
MK42 7AB  
Telephone - 01234 841 000

**If you are unhappy with any decisions or advice given by the above organisations, you should contact:**

The Legal Services Ombudsman  
[www.olso.org](http://www.olso.org)  
3<sup>rd</sup> Floor  
Sunlight House  
Quay Street  
Manchester  
M3 3JZ  
Telephone - 0845 601 0794

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**If You Wish To Complain About A Judge, You Should Contact:**

The Office for Judicial Complaints

[www.judicialcomplaints.gov.uk](http://www.judicialcomplaints.gov.uk)

4<sup>th</sup> Floor

Clive House

Petty France

London

SW1H 9HD

Telephone - 0207 189 2937

**If you are unhappy with any decisions or advice given by the above organisation, you should contact:**

The Judicial Appointments and Conduct Ombudsman

[www.judicialombudsman.gov.uk](http://www.judicialombudsman.gov.uk)

13.51, 13<sup>th</sup> Floor, The Tower

Petty France

London

SW1H 9AJ

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**If You Have A Complaint About A Medical Professional, You Should Contact:**

Independent Complaints Advocacy Service (ICAS)

[www.dh.gov.uk/en/Managingyourorganisation/Legalandcontractual/Complaintspolicy/NHScomplaintsprocedure/DH\\_4087428](http://www.dh.gov.uk/en/Managingyourorganisation/Legalandcontractual/Complaintspolicy/NHScomplaintsprocedure/DH_4087428)

Various offices

Check the internet site to find out which office and which telephone number to use

Patient Advice and Liaison Services (PALS)

[www.pals.nhs.uk](http://www.pals.nhs.uk)

Telephone NHS Direct for further information – 0845 46 47

**If You Wish To Complain About An NHS Doctor, You Should Contact The Doctor In The First Instance.**

**If the complaint cannot be resolved, you should complain to:**

The Complaints Manager at the relevant Primary Care Trust:

Primary Care Trust

[www.nhs.uk/servicedirector/Pages/PrimaryCareTrustListing.aspx](http://www.nhs.uk/servicedirector/Pages/PrimaryCareTrustListing.aspx)

Various offices

Check the internet site to find out which office and which telephone number and address to use

**If your doctor was instructed on a private basis, you should contact the doctor in the first instance.**

**If the complaint cannot be resolved, you should complain to:**

The Healthcare Commission:

The Healthcare Commission

[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

Freepost Nat 18958

Complaints Investigation Team

Manchester

M1 9XZ

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**Complaints About A Dentist**

**If you wish to complain about an NHS Dentist, you should contact the Dentist in the first instance**

**If the complaint cannot be resolved, you should complain to:**

The Complaints Manager at the relevant Primary Care Trust

Primary Care Trust

[www.nhs.uk/servicedirector/Pages/PrimaryCareTrustListing.aspx](http://www.nhs.uk/servicedirector/Pages/PrimaryCareTrustListing.aspx)

Various offices

Check the internet site to find out which office and which telephone number and address to use

**If your Dentist was instructed on a private basis, you should contact the Dentist in the first instance.**

**If the complaint cannot be resolved, you should complain to:**

The Healthcare Commission:  
The Healthcare Commission  
[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)  
Freepost Nat 18958  
Complaints Investigation Team  
Manchester  
M1 9XZ

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**If you wish to complain about another healthcare professional, or if you would like a decision by a Complaints Manager at a Primary Care Trust or a complaint made to a private Doctor or Dentist reviewed, you should contact:**

The Healthcare Commission  
[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)  
Freepost Nat 18958  
Complaints Investigation Team  
Manchester  
M1 9XZ

**If you are unhappy with any decisions or advice given by the above organisations, you should contact:**

The Parliamentary and Health Service Ombudsman  
[www.ombudsman.co.uk](http://www.ombudsman.co.uk)  
Millbank Tower  
London  
SW1P 4QP  
Telephone - 0845 015 4033

**If you believe the NHS or private Doctor breached professional conduct rules, you should contact:**

The General Medical Council  
[www.gmc-uk.org](http://www.gmc-uk.org)  
Various offices  
Telephone - 0845 357 8001

**If you believe the NHS or private Dentist breached professional conduct rules, you should contact:**

The General Dental Council  
[www.gdc-uk.org](http://www.gdc-uk.org)  
37 Wimpole Street  
London  
W1G 8DQ  
Telephone - 0845 222 4141

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### **Complaints About The Police**

**If you wish to complain about the Police and do not know to whom to address your letter of complaint, you should contact:**

The Association of Police Authorities  
[www.apa.police.uk](http://www.apa.police.uk)  
15 Greycoat Place  
London  
SW1P 1BN  
Telephone – 0207 664 3096

**If you are unhappy with any decisions or advice given by the above organisation or by the Police Authority to whom you addressed your complaint, you should contact:**

The Independent Police Complaints Commission  
[www.ipcc.gov.uk](http://www.ipcc.gov.uk)  
90 High Holborn  
London  
WC1V 6BH

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### **Complaints about your local council**

**If you wish to complain about your local council, in the first instance, you should address your complaint to your local council.**

**If you are unhappy with any decisions or advice given by your local council, you should contact:**

The Local Government Ombudsman  
[www.lgo.org.uk](http://www.lgo.org.uk)  
P O Box 4771  
Coventry  
CV4 0EH  
Telephone - 0845 602 1983