

### Comments and Complaints Leaflet Addendum

Since the changes to the NHS Complaints Regulations 2009 complainants now have the choice of raising a complaint either directly with the service provider or with the commissioning organisation as part of local resolution. Where a complaint is made directly to the provider but is not resolved locally the next stage would be to refer the case to the Health Service Ombudsman not the commissioner.

We wish to clarify that complainants do not have the option to raise their complaint with both the service provider and the service commissioner it must be either one or the other.

Should you be unhappy with the outcome of your complaint following local resolution with either the service provider or the commissioning organisation, the next step is to ask the Ombudsman to review the case.

Changes to contact details for NHS Hampshire are as follows:

Email us at:

[hamp-pct.commentsandcomplaints@nhs.net](mailto:hamp-pct.commentsandcomplaints@nhs.net)

Contact us through our website:

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