



Complaining about a doctor

General
Medical
Council

Regulating doctors
Ensuring good medical practice



Who is this leaflet by?

We are the **General Medical Council (GMC)**.

Our job is to **protect patients** and make sure that doctors are safe to be looking after people.

All doctors who want to work in the UK have to **go on our register (list)**.

We

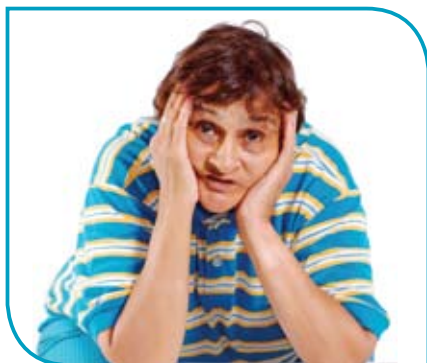
- **make the guidance** for doctors about how they should do their work
- **make sure** doctors are **taught** the right things
- **keep a list** of doctors allowed to work in the UK.

If a doctor is **not doing their work properly** we can

- **warn them** about their behaviour
- get them to agree to do **more training**
- **stop them** from doing **some work**
- **stop them working** as a doctor for a period of time or for good.



Complaining about a doctor



Most doctors do a **good job**. But sometimes things go wrong.

You have the right to **complain** about a doctor if you feel they have **not looked after you** in the way they should.

You also have the right to complain about a doctor if you feel they **treated you differently** because you are a person with a disability.



How to complain

Nearly all complaints about doctors are sorted out by the **National Health Service (NHS)**.

They are usually sorted out at the **hospital, surgery or clinic** where the doctor works.



You can get **more information** about making a complaint from our website.

Go to the part called **Patients' help**.

www.gmc-uk.org/patientshelp

The information on the website should **help you** decide if you want to **make a complaint** and where to go to get help.



You might like to **ask for support** from someone you know and trust to **help you** think about making a complaint.

What sort of complaints does the GMC sort out?

It is our job to look at the more **serious complaints**. Here are some **examples**

a doctor makes a **bad mistake** with **your treatment**



a doctor **does not examine you** properly to find out why you are ill



a doctor **does not take your needs seriously**



a doctor **tells other people** things about you **without your permission** or understanding



a doctor commits a **crime**.





How do I make my complaint to the General Medical Council?

First **telephone** our helpline for advice 0161 932 6602.

People at the helpline will be able to **help you decide**

- if you have a complaint
- how to make your complaint.



Other ways to contact us

You can **write** to us at

General Medical Council
Fitness to Practice
3 Hardman Street
Manchester M3 3AW



You can get a **complaint form** off our website

www.gmc-uk.org/concerns/printable-documents/index.asp#forms



Useful information

Before you contact us make sure you know

- the **doctor's name** and the **address** of where they work
- **what happened**, where and when
- the doctor's **GMC number**. The place where the doctor works should tell you this number. They should not ask you why you want it.



You can also look up the doctor's **GMC number** on our **website**.

www.gmc-uk.org



Some people worry that if they make a complaint it will affect how the doctor treats them.

Our guidance says this **must not happen**. **All doctors** in the UK have to **follow our guidance**.



Mencap helped to make this easy read. Thanks to **Photosymbols** for the pictures.