

## Useful links – from the Patients’ help web section

### Complaining about a doctor

For a round-up of advice provided on Patients’ Help, see 'Making a complaint – a patients’ guide' on the main [GMC website](#).

### Foreign language versions

You also can access downloadable versions of 'Making a complaint – a patients’ guide' in Arabic, Bengali, Hindi, Punjabi and Urdu on the [GMC website](#).

### If you are a health professional

We provide separate guidance for doctors, medical directors and clinical governance managers on referring a doctor to the GMC. View Referring a doctor to the GMC: A guide for health professionals on the [GMC website](#).

### Other support groups

There are a number of advice agencies which can advise you about the different processes which may be appropriate to use to address your particular concerns. Some are able to offer support in using the different processes such as NHS or private complaints procedures, the GMC's or other health professional regulators' procedures.

Contact details for some of these organisations can be found below:

### Action Against Medical Accident (AvMA)

Action against Medical Accidents (AvMA) is an independent charity which promotes patient safety and justice. It provides a free, confidential

helpline and written casework service to people who have been affected by a medical accident or malpractice.

AvMA deals with serious private healthcare complaints as well as NHS cases, and can also provide specialist medico-legal advice and support including complaints to the GMC and taking legal action.

Helpline (Monday-Friday 10-5): 0845 123 2352

Website: [www.avma.org.uk](http://www.avma.org.uk)

### **Citizen's Advice Bureau (CAB)**

Citizens Advice Bureaux provide free, confidential and independent advice from over 3,000 locations including in bureaux, GP surgeries, hospitals, colleges, prisons and courts.

Advice is available face-to-face and by telephone. Most bureaux offer home visits and some also provide email advice.

Their advice helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems and is available to everyone regardless of race, gender, sexuality, age, nationality, disability or religion.

Please go to the CAB public information website:

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

Find your local CAB if you need advice:

[England and Wales](#), [Scotland](#), [Northern Ireland](#).

### **Frequently asked questions**

Contact details for other regulators are amongst a range of frequently asked questions on the [GMC website](#).