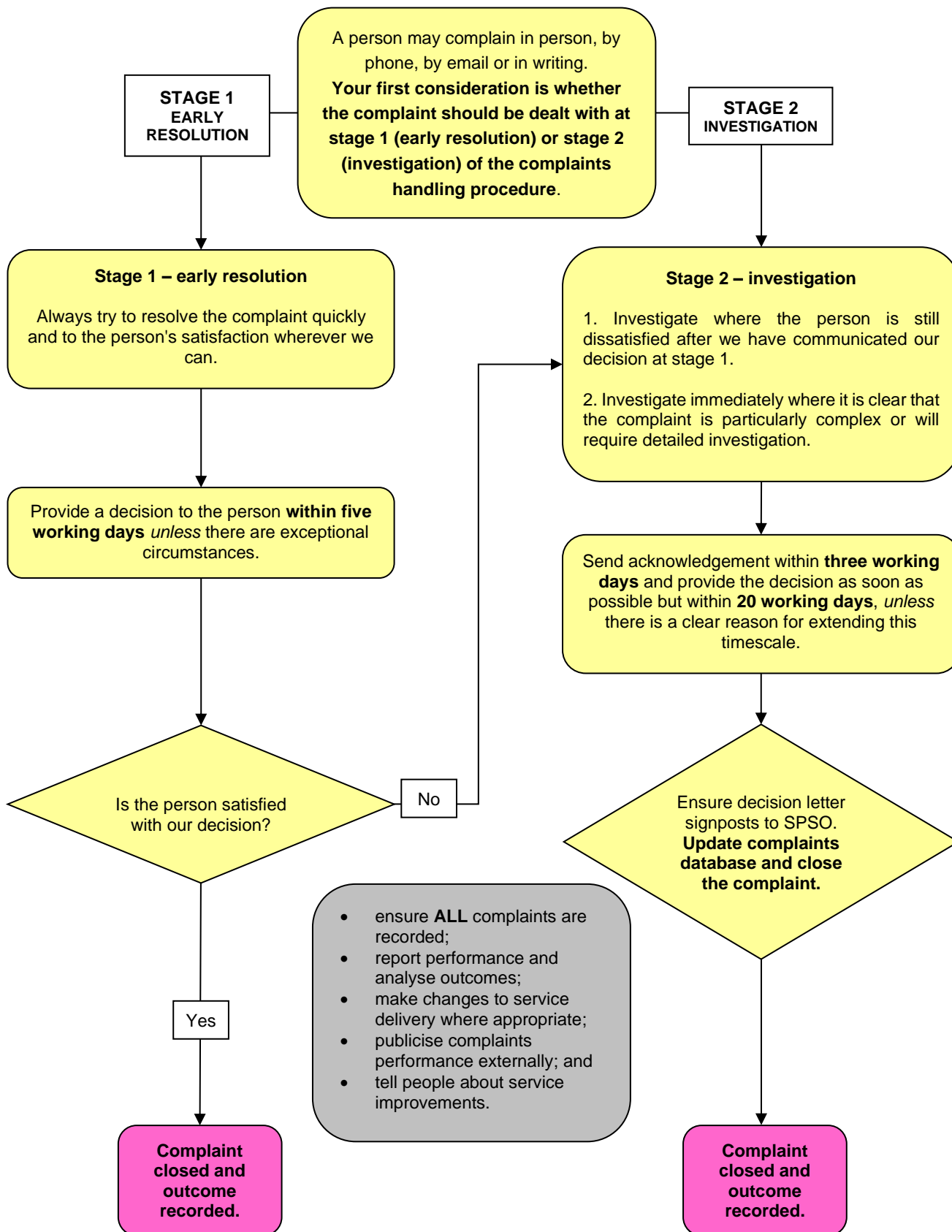


The NHS complaints handling procedure



Stage 3: SPSO

If complainant remains unhappy after local complaints process is exhausted, they have the option of referring their case to the SPSO.