

# How to make a complaint

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You can submit a complaint by e-mail, letter or telephone using the contact details below.

We prefer complaints to be made in writing to ensure the issues are clearly described, which helps us to deal with them effectively. If you are unable to make your complaint in writing, please call the number below and a member of the team will take details of your complaint, before agreeing we have accurately captured the concerns you wish you address.

All complaints will be passed to our Corporate Affairs team, who will log and acknowledge each case within three working days of receipt and inform you of the next steps.

The contact details for our Corporate Affairs team are:

Corporate Affairs

Health Education England

Blenheim House

Duncombe Street

Leeds

LS1 4PL

0191 275 4647

Email: [complaints@hee.nhs.uk](mailto:complaints@hee.nhs.uk) [8]

We would prefer you to submit your complaint with both your contact details, and any supporting evidence relevant to the case. This allows us to respond and investigate issues more quickly and thoroughly.

Anonymous complaints will be given due consideration but submitting a complaint in this manner may limit the scope of the investigation (if one is needed) and any subsequent redress.

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### **Links**

- [1] <https://www.hee.nhs.uk/our-work>
- [2] <https://www.e-lfh.org.uk/>
- [3] <https://www.healthcareers.nhs.uk/>
- [4] <https://www.hee.nhs.uk/news-blogs-events>
- [5] <https://www.hee.nhs.uk/about>
- [6] <https://www.hee.nhs.uk/covid-19>
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