

Want to share your experience of a regulator?

Follow our *three* steps

1

Think about the experience you want to share

2

Please share your experience

3

We will share our report with you

What you can expect from us

Sharing your experiences of regulators is important because it helps them learn and improve and helps us make sure that the highest standards are in place.

Looking back on your own, or a loved one's, health or social care can be an emotional process. We understand this, and are sensitive in how we handle all the feedback we receive, treating it as important and confidential.

Please be aware that we are not a complaints body so if you have a complaint about a health or care professional, or about their regulator, and would like it resolved, you should contact the regulator direct. See the [list of regulators on our website](#) for more details.

Please see [our frequently asked questions](#) to help you decide who to contact.

How to share your experience of a regulator





About us

The Professional Standards Authority is here to protect the public by ensuring that regulators of health and social care professionals work to high standards.

We assess how well the regulators are protecting the public. Your experiences help us to understand how well they are doing. The regulators we oversee are:

- The General Chiropractic Council
- The General Dental Council
- The General Medical Council
- The General Optical Council
- The General Osteopathic Council
- The General Pharmaceutical Council
- The Health and Care Professions Council
- The Nursing and Midwifery Council
- Pharmaceutical Society of Northern Ireland

This leaflet explains how to share your experience – in *three* steps.

What we do with your feedback

Every piece of information we receive is looked at individually. We use all of the feedback to help us build up a picture of how well the regulators are protecting the public. It enables us to recognise themes, strengths and weaknesses and recommend changes. We then submit our report to Parliament, share it with the regulators, people who have shared their experience and publish it on our website.

Step 1: Think about the experience you want to share

We welcome any experience that you want to share of a regulator. Anyone can contact us and share their experience. This includes members of the public, registrants, employers, organisations such as training colleges, and other health professionals.

Why share your experience?

By sharing your experience with us you will be helping us to help the regulators to learn and make improvements. You will be helping to protect the public and promote confidence in health and care professionals.

Types of experience

The types of experiences we want to hear about include:

- Education and training
- Data protection
- Handling of complaints
- Customer service
- Support for registrants
- Disciplinary process

The types of experiences we can't use include:

- Information about a health and care professional
- Information about a regulator that we don't oversee.

Step 2: Share your experience

You can either:-

Use our online form

Telephone our team: on 020 7389 8015

Email us:

share@professionalstandards.org.uk

Write to us:

Professional Standards Authority
157–197 Buckingham Palace Road
London SW1W 9SP

Step 3: We will keep you informed

- 1 We will acknowledge your feedback within five working days.
- 2 Sometimes, we will get in touch to ask you for more details about your experience – but only if you've given us permission to do so.
- 3 We publish a report about each regulator's performance every year. We will send you a copy if you would like us to. We may not mention your information, but you can be sure we take it into account.