

# Social and Patient Ombudspersons give advice

Helsinki's Social and Patient Ombudspersons advise clients and patients about their status and rights.

**Phone service Mon–Thu 9.00–11.00**

**Telephone number +358 9 310 43355**

- Email: [sotepe.potilasasiavastaava@hel.fi](mailto:sotepe.potilasasiavastaava@hel.fi)
- Encrypted emails can be sent at <https://securemail.hel.fi> to [sotepe.potilasasiavastaava@hel.fi](mailto:sotepe.potilasasiavastaava@hel.fi)
- Postal address PO Box 6060, FI-00099 City of Helsinki
- Private appointments should always be booked in advance.

If something, regarding the service or treatment you have received, has remained unclear, discuss the matter first with the persons who treated or served you, for example the medical doctor or the social worker who served you, or with their supervisors.

If you are dissatisfied with the care, treatment, or service you have received, or if you need advice on your rights in health and social services or early childhood education, you can contact a Social and Patient Ombudsperson.

Ombudspersons give advice and, if necessary, assist in filing an objection, handling patient injury matters, and claiming for damages, among other matters related to the rights of patients and clients.

Loved ones of clients and patients can also contact the Social and Patient Ombudspersons. The Ombudspersons do not make decisions or take a stand on medical treatment.

**Read more** about the Social and Patient Ombudspersons' services:  
[www.hel.fi/social-services-and-patient-ombudsperson](http://www.hel.fi/social-services-and-patient-ombudsperson)