

Are you unhappy with the care and treatment that you, or someone else, is receiving or has received from the NHS?

Do you want help to complain and get matters put right?

The statutory **NHS Complaints Advocacy Service** can help you to use the **NHS complaints process**.

NHS Complaints Advocacy is

- Free
- Independent
- Confidential

NHS Complaints Advocacy works within the NHS complaints regulations.



Please contact us:

Advocacy Enquiry Desk: **024 7669 7443** Ext 228

Fax: **024 7669 6851**

Email: office@independentadvocacy.org

or visit our website:

www.independentadvocacy.org

**Independent Advocacy, Avenue M
Stoneleigh Park, CV8 2LG**



Follow us
on Facebook
and Twitter

You can also contact us via:



Telephone: **0121 704 2707**

Email: enquiries@healthwatchsolihull.org.uk

www.healthwatchsolihull.org.uk



**Independent
ADVOCACY**

Giving voice to people in need



Registered Charity No. 1082961



**Independent
ADVOCACY**

Giving voice to people in need

NHS Complaints Advocacy



Have you had problems with the care or treatment provided by the National Health Service (NHS)?

We may be able to help you



NHS Complaints Advocacy can:

- ✓ Support anyone to make a complaint about the service, care or treatment provided to you by the NHS.
- ✓ Support you to make a complaint on someone else's behalf, including if someone has died.
- ✓ Listen to your concerns.
- ✓ Signpost you to the right organisation in the right area if we think we are not the right organisation for you.
- ✓ Answer questions about the complaints procedure and explain your options.
- ✓ Provide a step-by-step guide to the complaints process and some tips.
- ✓ Provide you with an independent advocate, an experienced worker who can help you make your complaint and support you through the process.
- ✓ Support a young person under 16 if they have capacity to reach their own decisions. If a child does not have the capacity to make a decision about their treatment, only a parent or guardian may complain on behalf of their child without permission.

NHS Complaints Advocacy cannot:

- ✗ Usually work on complaints that are over 12 months old unless you have only just found out that you have cause for complaint, or have some other good reason for not complaining sooner.
- ✗ Investigate complaints.
- ✗ Give legal advice.
- ✗ Give medical advice.
- ✗ Provide counselling.

All our professional advocates are independent from statutory organisations.

- ✗ Help with issues not covered by NHS Complaints Regulations, such as privately funded treatment, personnel matters, such as getting staff disciplined or contractual matters
- ✗ Help with legal action and matters relating to compensation.
- ✗ Provide a secretarial service.

We aim to work with everyone,
taking account of their needs

Which NHS services do the complaints procedure apply to?

- All NHS Trusts and NHS bodies including Foundation Trusts.
- Health services including:
 - Hospitals
 - Rehabilitation services
 - G.Ps
 - Dentists
 - Opticians
 - Pharmacists
 - Community Mental Health Teams
- Private healthcare providers funded by the NHS.

Referrals:

We accept referrals from third party agencies or you can self-refer. We can take your referral over the phone or you can request a form to be sent out to you. You can also download a referral form from our website.



Independent ADVOCACY

Giving voice to people in need

Advocacy Enquiry Desk

The Enquiry Desk enables you to access information and advice from Independent Advocacy and to discuss any potential referrals to our service.

We can also telephone potential clients directly if requested by a professional contacting the service.



Hours of Service

Monday—Friday

10am—4pm

Tel: 024 7669 7443 ext 228