

OPTICAL CONSUMER COMPLAINTS SERVICE

PO Box 219
Petersfield
GU32 9BY

Tel: 0844 800 5071
www.opticalcomplaints.co.uk

ACTION AGAINST MEDICAL ACCIDENTS (AVMA)

44 High Street
Croydon
Surrey
CR0 1YB

Tel: 0845 123 2352
Web: www.avma.org.uk

An independent charity that provides free and confidential advice to people injured during the course of medical treatment.

THE LAW SOCIETY OF ENGLAND & WALES

Tel: 0845 603 9795 or 020 7241 1222
www.lawsociety.co.uk

Professional body for the legal profession that can help you find a solicitor specialising in medical negligence claims.



CARERS FEDERATION
LIMITED

www.carersfederation.co.uk

The Independent Complaints Advocacy Service (ICAS) is provided in the East Midlands, North East, North West and Yorkshire & Humberside by Carers Federation Limited.

Carers Federation Limited is registered in England as a company limited by guarantee.
Registered number 3123142
Registered charity number 1050779

Registered office: 1 Beech Avenue,
Sherwood Rise, Nottingham NG7 7LJ July 09 5779



Useful addresses



ICAS

Independent Complaints
Advocacy Service

LOCAL INVOLVEMENT NETWORK LINKs

Helpdesk: 024 761 50705
E: info@links.nhs.uk

DATA PROTECTION INFORMATION COMMISSIONER

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel Helpline: 01625 545 745 or 0845 630 6060
www.dataprotection.gov.uk

Regulates and upholds Data Protection Act, and deals with issues of privacy, accuracy, etc.

GENERAL OPTICAL COUNCIL

41 Harley Street
London
W1G 8DJ

Tel: 020 7580 3898
Fax: 020 7436 3525
E: goc@optical.org

GENERAL DENTAL COUNCIL

37 Wimpole Street
London
W1G 8DQ

Tel: 020 7009 2701
E: Complaints@gdc-uk.org

GENERAL MEDICAL COUNCIL

Regent's Place
350 Euston Road
London
NW1 3JN

Tel Helpline: 0845 357 0022
Switchboard: 0845 357 8001

Protect, promote and maintain the health and safety of the public by ensuring proper standards in the practice of medicine.

THE PARLIAMENTARY & HEALTH SERVICE OMBUDSMAN

Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033
www.ombudsman.org.uk

COMMUNITY LEGAL SERVICES DIRECT

Tel: 0845 345 4345
www.communitylegaladvice.org.uk

For information on public funding of legal action and local specialist solicitors.

NATIONAL PATIENT SAFETY AGENCY

4 - 8 Maple Street
London
W1T 5HD

Tel: 020 7927 9500
www.npsa.nhs.uk

Seeks to learn from patient safety incidents to improve services.

CARE QUALITY COMMISSION

CQC National Correspondence
PO Box 1258
Newcastle Upon Tyne
NE99 5AU

Tel: 03000 616 161
E: enquiries@cqc.org.uk

