

East Midlands

Nottingham ICAS

Christopher Cargill House, 21-23 Pelham Road,
Nottingham NG5 1AP

nottinghamicas@carersfederation.co.uk

Leicester ICAS

The Business Box, 2 Oswin Road, Braunstone,
Leicester LE3 1HR

leicestericas@carersfederation.co.uk

Lincoln ICAS

Unit 14, Evans Business Centre, Gateway Park,
Roman Way, Lincoln LN6 9UH

lincolnicas@carersfederation.co.uk

Yorkshire & Humberside Region

Hull ICAS

Community Enterprise Centre, Cottingham Road,
Hull HU5 2DH

hullicas@carersfederation.co.uk

Rotherham ICAS

Unit B1, Patrick Tobin Business Park, Bolton Road,
Manvers, Dearne Valley, Rotherham S63 7JY

rotherhamicas@carersfederation.co.uk

Sheffield ICAS

Room 9, The Circle, 33 Rockingham Lane,
Sheffield, S1 4FW

sheffieldicas@carersfederation.co.uk

Leeds ICAS

Unit 21, Shine, Harehills Road,
Leeds LS8 5HS

leedsicas@carersfederation.co.uk

North West Region

Liverpool ICAS

The Gateway Conference Centre, 71 London Road,
Liverpool L3 8HY

liverpoolicas@carersfederation.co.uk

Manchester ICAS

Arthur House, Chorlton Street, Manchester M1 3FH

manchestericas@carersfederation.co.uk

Penrith ICAS

Suite 5, Cumbria House, Gilwilly Industrial Park,
Penrith, Cumbria CA11 9FF

penrithicas@carersfederation.co.uk

Preston ICAS

Suite 2, The Unicentre, Lords Walk, Preston PR1 1DH

prestonicas@carersfederation.co.uk

North East Region

Newton Aycliffe ICAS

Evans Incubation Centre, Durham Way South,
Aycliffe Industrial Park, Newton Aycliffe,

County Durham DL5 6XP

aycliffeicas@carersfederation.co.uk

Newcastle ICAS

City Executive Centres, Cuthbert House, City Road,
All Saints, Newcastle upon Tyne NE1 2ET

newcastleicas@carersfederation.co.uk

最初的查詢，請聯絡

East Midlands

0808 802 3000

Yorkshire & Humberside

0808 802 3000

or email: icas@carersfederation.co.uk

North West

0808 802 3000

North East

0808 802 3000



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

www.carersfederation.co.uk



icas

Independent Complaints
Advocacy Service

支援您在 NHS 的聲者



ICAS 是甚麼？

ICAS 是「Complaints Advocacy Service」的縮寫，即「獨立投訴代言服務」。如果您認為自己未曾獲得國民保健服務 (NHS) 提供的預期服務，並想作出投訴，我們可以提供相關協助。

ICAS 具有以下特點：

- 免費
- 獨立
- 保密

用您的母語，滿足您的需求

我們可採用多種語言提供服務相關資訊，並根據您的需求採用適當的溝通方式。例如，我們可採用盲文字體、大號字體或音頻格式。

請告知您的特殊需求，我們必將竭盡所能助您一臂之力。

ICAS 能夠：

- ✓ 全面協助您作出 NHS 投訴
- ✓ 提供自助套餐，以便您自行處理投訴
- ✓ 提供可為您提供幫助的其他人士的聯繫方式
- ✓ 必要時提供口譯或筆譯員
- ✓ 在您無法親自來訪或電話交談時，到您認為合適的地點與您會面

ICAS 不能：

- ✗ 幫助您索取賠償
- ✗ 令 NHS 僱員受到處罰
- ✗ 提供法律意見
- ✗ 助您處理與私人醫療有關的投訴
- ✗ 提供醫療意見
- ✗ 對投訴進行調查

經驗豐富的工作人員（稱為「代言人」）可幫您提出投訴，但 ICAS 的代言人無法就 NHS 投訴程序以外的事宜為您提供支援服務。

代言人能夠：

- ✓ 助您給適當人士撰函
- ✓ 助您籌備並一同參加會議
- ✓ 為您提供機會，與獨立於 NHS 之外的人士秘密交談
- ✓ 在投訴的每個階段，助您研究有何適當選擇
- ✓ 為您解難答疑，助您作出抉擇
- ✓ 按您的指示而非他人的意願採取行動