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Wixi xiriir ah fadlan kala soo xiriir

East Midlands

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Yorkshire & Humberside

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North West

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North East

0808 802 3000



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icas

Independent Complaints
Advocacy Service

Taageerida codkaaga ee NHS dhexdeeda



Maxey tahay ICAS?

Magacan la soo gabbier oo u taagan ICAS oo adeeyada madaxa banaan ee dacwadaha wuxuuna kaa caawin karaa haddii aad dareentid inaad helin adeegii aad ka filaneysay Adeegyada Caafimaad (NHS) aadna dooneysid inaad ka dacwooto.

ICAS waa

- Farii ama lacag la'aan
- Madax banaan
- Qarsoodi kuu ah

In baahidaada la daboolo lagu hadlo luuqadaada

Waxeynu kugu siin karnaa adeegyada warbixinada dhowr luuqadood oo kala duwan iyo anagoo abuurna xiriir toos ah oo aan kugula xiriiri karno - ayadoo ay ku xiran tahay hadba sida ay tahay baahidaada. Tusaale ahaan waxaan isticmaali karnaa farta waaweyn ama cajalado.

Fadlan nala soo socodsii sida ay baahidaada tahay oo aan kuu caawimi karno waana dadaali sida ugu wanaagsan ee aan kuu caawimi karno.

ICAS Waxey sameyn karaan

- ✓ Tageero guud dacwadaada
- ✓ Waxeynu ku siineynaa baakada dukumentiyada aad ku dacwooneyso
- ✓ In aan kugu xiriiri no qoloyinka ku caawin kara
- ✓ Haddii aad u baahantahay turjubaan
- ✓ Haddii aadan nasoo booqan Karin ama aadan na gula hadli Karin taleefoon inaan anagu meesha aad doonto kugu booqano

ICAS waxeysan sameyn doonin

- ✗ Inaan kaa caawino si aad dacwadaada mag dhow ama xaq siin aad ugu hesho
- ✗ In aan shaqaalaha NHS niraahno in la baro dishibiliinka ama adaabta
- ✗ Inaan ku siino la talin la xiriira sharciga
- ✗ Inaan kaa caawino in dacwad la xiriirta daweyn caafimaad oo barayfeed ah.
- ✗ Inaan ku siino la talin caafimaad
- ✗ Inaan baarno dacwadaada

Waxaa ku caawin kara kuna taageri kara si aad u sameyso dacwadaada inaad hesho shaqaale qareen ama doode ah una leh qibrad shaqadiisa.

Qareenka wuxu sameyn karaa

- ✓ Siin caawinaad xaga qorida warqadaha dadka ay quseyso
- ✓ Inuu kuu raaco shirarka
- ✓ Inuu ku siiyo fursad aad si qarsoodi ah kula hadasho qof ka madax banaan NHS ka
- ✓ Inuu kula socod siiyo hadba halka xaaladu mareyso iyo waxa aad ku aragto
- ✓ Kaaga jawaabo su'aalaha kaa caawin kara inaad go'aan gaarida
- ✓ Kuu matalo sida aad adigu rabto ee aan aheyn sida dadka kale rabaan