



Independent Complaints
Advocacy Service

Supporting your voice in the NHS

Do you have a complaint about the NHS?

FREEPHONE 0808 802 3000

ICAS is a free and independent service for patients who want to make a complaint about any part of their NHS treatment or care

What can ICAS do for you?

- Give you information about who to complain to
- Explain the NHS complaints procedure
- Help you to write letters to the right people
- Come to meetings with you
- Put you in touch with other people who can help you
- Provide an interpreter if you need one

Talk to us in confidence.

We can help you speak up!

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