



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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