

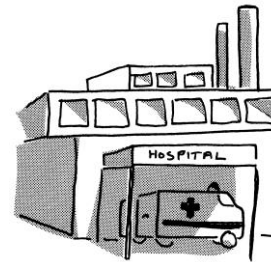


North East NHS  
Independent  
Complaints  
Advocacy

Your health. Your voice.



supports people  
who wish to complain  
about the **NHS**



We can help you



Make phone calls



Write letters



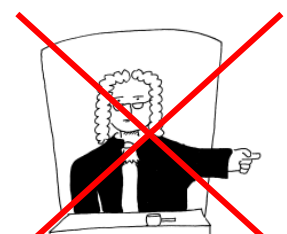
Go to meetings

We cannot:

Help you to claim  
compensation



Give legal advice



If you feel something has gone wrong, you have a right to complain.



You can complain about any part of treatment or care received from the NHS.

The sorts of things you might get from the NHS Complaints Procedure are:



An explanation

An apology

Often the best way to solve a problem is to talk to someone in charge of the service you are unhappy with.



If you still want to complain



can help you to try and sort the problem out.

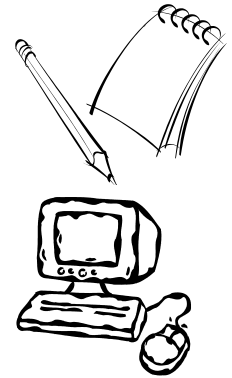


# MAKING A COMPLAINT

1. If you want help with your

complaint,  **Independent  
Complaints  
Advocacy** can give you  
an Advocate. It is important to:

- Agree how you want the Advocate to help you
- Agree how to keep in touch with each other



2. Your Advocate can help you make your complaint:

- to write a letter  
or
- to tell the NHS Complaints Team – and they write it down



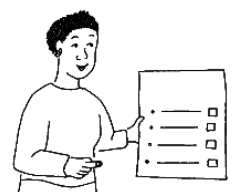
**3. Your advocate will make sure your complaint is investigated properly. They will ask the NHS Complaints Team to:**

- **Agree a timescale – so you are not rushed.**
- **Agree that your complaint will only be seen by people who need to.**
- **Tell you how they are going to investigate your complaint.**



**4. You may want a meeting with the NHS. Your advocate will support you to plan the meeting:**

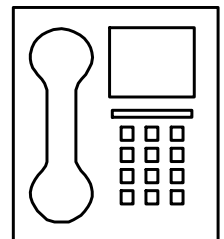
- **What you want to talk about & who will be there**
- **When you want the meeting**
- **How long you want the meeting to go on for**



If you do not feel happy with how the NHS responds to your complaint, you can ask the Ombudsman to look at how your complaint was handled.



The Ombudsman is independent of the NHS.



Will support you.

Phone us: 0808 802 3000