



North East NHS  
Independent  
Complaints  
Advocacy

# SUPPORTING YOUR VOICE IN THE NHS

Do you have  
a complaint  
about the NHS?

Freephone:  
**0808 802 3000**



**ICA 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 ICA 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 with confidence.**

We can help  
you speak up!

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Your health. Your voice.