

## What if I only need information?

Not everyone needs the support of an Advocate to make their complaint. For example, some people just want to know how the complaint system works or know who they should send a letter of complaint to.

Everyone who contacts Healthwatch Advocacy for help with an NHS/Social Care Service complaint is entitled to receive a free Self Help Information Pack.

### The Self Help Information Pack Includes:

- a detailed booklet on how the complaints system works
- information on how to access your medical records
- guidance on how to put together your complaint letter
- a leaflet containing useful addresses (including the Health Service Ombudsman and Local Government Ombudsman)

This may be enough to make the complaint yourself. Anybody who starts a complaint by themselves is entitled to contact Healthwatch Advocacy at any stage in the process for more information or to request the support of an Advocate.

## Can I complain on behalf of somebody else like a child, friend or relative?

You can complain on behalf of a child less than 18 years if they are unable to make the complaint themselves. The organisation you are complaining to must be confident the child cannot complain themselves before they consider the complaint. You can also make a complaint on behalf of a friend or relative but they will need to agree to this in writing. If you want to complain on behalf of someone who lacks mental capacity then it is usual that the organisation you are complaining to will check the patient's mental capacity before responding.

## Meeting your needs

Healthwatch Advocacy can adapt the way we communicate with you depending upon your needs.

### This might include any of the following:

- using an interpreter or translator
- using alternative formats for written correspondence including larger prints, audio or braille
- using British Sign Language (BSL) interpreters
- we can also supply our current information in 20 languages.

If you have particular needs, please let us know what these are and we will do our best to meet them.

## What next? You can get in touch:

- if you want more information
- if you want a Self Help Information Pack to help you make a complaint, or
- if you want an Advocate to help you make an NHS/Social Care Service complaint

## When are we open?

Monday -Thursday 9-7pm. Friday 9-5pm

## Contact us

North East Lincolnshire Independent Complaints Advocacy  
The Hub, Unit A1, Patrick Tobin Business Park,  
Bolton Road, Mariners,  
Dearne Valley, Rotherham,  
S63 7JY

Email: [nelica@carersfederation.co.uk](mailto:nelica@carersfederation.co.uk)

**0808 802 3000**

or visit [www.carersfederation.co.uk/icanel](http://www.carersfederation.co.uk/icanel)



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