



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!

Freephone:
0808 802 3000

ica@carersfederation.co.uk
<https://en-gb.facebook.com/Northeastnhsica/>



Your health. Your voice.