

Your advocate is called an ‘NHS Complaints Advocate’.

Your advocate can support you to make your complaint about an NHS service.

You can ask for help from an advocate at any point in the complaints process.

Your advocate can help you to:

- say what you want to say about what’s happened to you
- identify the issues you want to complain about
- work out what you want to achieve from making your complaint
- write a complaint letter and send it to the right people
- understand the response you get and what to do next
- contact other services that might be able to help you

Your advocate will support you to do as much as you can for yourself. Your advocate cannot make a complaint on your behalf.

Advocates help to make sure that the NHS listen to you. This does not mean they will always do what you want them to. But your advocate will be on your side.

Advocate's name:

Advocate's contact details:

Notes:

Website: voiceability.org/nhscomplaints