

Help to complain about the NHS

How an advocate can help



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If you are unhappy about your NHS care or treatment, you can complain.



An advocate can help you to complain.

An advocate is someone who helps you have your say and know your rights.



Advocates don't work for the NHS.



An advocate can help you to:

- explain what happened to you



- decide what you want to complain about



- decide what you want to happen after you complain



- write a complaint letter



- understand what the health service says to you about your complaint



- contact other services that might be able to help you

Contact us



You don't have to pay for an advocate.



To ask for an advocate, call us on
0300 303 1660



Or email helpline@voiceability.org



Or visit our website:
voiceability.org/referral