

Take me seriously.

NHS Complaints

If you have a complaint about your NHS care or treatment, we'll make sure you're heard



Help to make a complaint about your NHS care

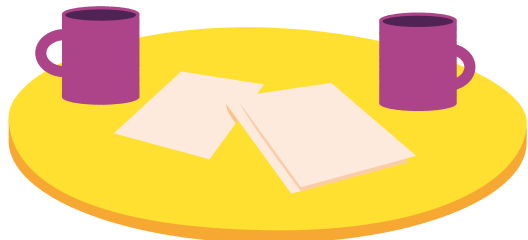
You can get free support from us to help you use the NHS complaints process. Your complaint could be about:

- a hospital or GP surgery
- a dentist
- a pharmacist
- an optician
- an NHS funded care home
- a specialist service
- the ambulance service
- NHS community staff
- other NHS staff or clinicians

The complaint could be for you, a member of your family or someone you care for. We can also help if you want to raise a concern, before making a formal complaint.

“Their support was really reassuring”

Mark, who met with one of our advocates



Get an information pack

Our pack provides information about:

- how the NHS complaints system works
- how to access your medical records
- how to write your letter of complaint
- how to find the right person to complain to

Get the pack online at voiceability.org/nhscomplaints or use the contact details on the back of this leaflet to request an information pack in the post.

Get support from our advocates

An advocate is an independent professional who is on your side – they don't work for the NHS. An advocate can support you to have your say and know your rights.

Over the phone, over video call or in person, an advocate can help you to:

- work out what you want to complain about and the outcome you're looking for
- write your own complaint letter and send it to the right people
- understand the response you get and what to do next

An advocate will support you to do as much as you can for yourself. They cannot make a complaint on your behalf. Advocates can sometimes attend meetings to support you if you find it difficult to say what you want.

Contact us

Talk to us about how to make a complaint or to get advocacy support. Even if you only want an information pack at the moment, you can ask us for an advocate later on if you find you need more help.

You don't have to pay for our support – it's free.

We're open Monday to Friday, 9am to 5pm.

We're closed on Bank Holidays.

Freephone:

0300 303 1660

Email: helpline@voiceability.org

Website: voiceability.org

Please ask if you need this information in a different language or format. We can provide interpreters. We can provide advocates qualified in British Sign Language.

About VoiceAbility

We make sure you're heard when it matters most. We've been supporting people to have their say in decisions about their health, care and wellbeing for almost 40 years. We're an independent charity and one of the UK's largest providers of advocacy and involvement services.