

# NHS Complaints Advocacy

**NHS**



If you are unhappy with your NHS service you can complain. An Independent NHS Complaints Advocate can help you.



- Feel confident to raise your concern or complaint



- Understand the NHS complaints process and who to raise your complaints to



- Explore your rights and options at every stage to help you decide what to do

# Advocacy means.

~~NHS~~

~~SOCIAL SERVICES~~

## **Independence.**

We do not work for social services or the NHS This means we can support you to have a say if you are not happy with your care



## **Key principles.**

Our advocates have a set of rules we follow to make sure we provide a clear and quality service.



## **Being on your side.**

Advocates are there to voice your thoughts and wishes. Supporting you to have your say.

# Do you need our help?

If you want to know more about our Advocacy services, please contact us



**Helpline:** 03003 038037

Call our helpline for information, help and support.  
9am – 5pm Monday to Friday.



**You can email us at :**

[bestlife@wearepeoplefirst.co.uk](mailto:bestlife@wearepeoplefirst.co.uk)



**Use our Chat Now button at:**

[www.wearepeoplefirst.co.uk](http://www.wearepeoplefirst.co.uk)