

## NHS Complaints Advocacy

**Do you need support to make a complaint about NHS care or treatment?**

Complaints advocacy is a specialist service which supports you if you are considering or wishing to make a complaint about the health services you receive.



**Get Support**

We can work with you to make sure you understand your options and get the best outcome.

Our services are free, independent and confidential.

Self-help guides can also be found on our web site.



**Have your say**

**Telephone:**  
**01924 787379**

A complaints advocate will work with you and offer a range of support at different points of the complaint handling process.

Independent advocacy helps people to speak up.

- We listen to what you want to say
- We support you to express what your view or concern is and what you want to happen
- We provide access to information so you understand your options and choices
- We offer you practical help such as writing letters or attending meetings
- We explain responses and correspondence so that you understand what is happening and the process you are going through
- We act on your behalf and ensure that professionals are treating you fairly and in a dignified manner

**Contact us by telephone, email, through our website or Facebook and twitter for free confidential advice and support or to let us know about your experiences of health and care services.**

**Telephone:** 01924 787379

**Email:** [enquiries@healthwatchwakefield.co.uk](mailto:enquiries@healthwatchwakefield.co.uk)

**Website:** [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk)

**f** Healthwatch Wakefield    **t** @healthywakey



**Talk  
to us...**