

Meeting your needs

Advocates will communicate with you in a way that best meets your own needs. This might include any of the following:

- Using an interpreter or translator.
- Using alternative formats for written correspondence. For example, EasyRead, larger prints, community languages or audio.
- Using British Sign Language (BSL) interpreters.

If you have particular needs, please let us know what these are and we will do our best to meet them.

What if I only need information?

Our website has information and guides to help you to make your complaint yourself. Alternatively, you can contact our helpline and we can send a pack to you. If you decide later on that you need support, contact us. Advocates can assist you at any stage of your complaint.

The self-help information pack includes:

- a detailed booklet on how the complaints systems work
- guidance on how to make a complaint and who you need to contact
- essential tips on how to write a letter of complaint
- a guide to accessing medical records.

 01785 336387

 info@totalvoicestaffs.org

 totalvoicestaffs.org

 @TotalVoiceStaff

 /TotalVoiceStaffordshire

Need this leaflet in another format?

Contact the Total Voice team and we will help you to get the information you need.

Total Voice Staffordshire is a partnership between:



VAL127C
VoiceAbility Charity number 1076630. Company number 3798884. Asist Advocacy Services Charity number 1048075. Company number 3068125.

NHS Complaints Advocacy



Independent

Free

Do you need support to make an NHS complaint?

Confidential

TotalVoice
Staffordshire

NHS Complaints Advocacy helps people to make their NHS complaints

We can help if you or someone you know has not had the care or treatment you expect to receive from your NHS services and you want to complain.

When your health care is provided or commissioned by the NHS you are entitled to make a complaint using the NHS complaints process.

An NHS complaint might include something that happened during care or treatment provided by:

- A hospital
- your General Practitioner (GP)
- a dentist
- a pharmacist
- an optician
- an NHS funded care home
- specialist services
- a paramedic or ambulance staff member
- NHS Community staff
- other NHS staff or clinicians.

Can I complain on behalf of someone else?

You can complain on behalf of a child (under 18) if they are unable to make a complaint themselves. You will need to provide a reason why the child cannot make a complaint themselves. If the organisation you complain to does not accept your explanation they must write to you detailing their reasons why.

You can make a complaint on behalf of a friend or relative if they give you written agreement. If the person is very ill or does not have the capacity to give permission, due to an impairment or disability, you may complain on their behalf.

How can an advocate support me?

Advocates will support you to feel empowered and confident so you can make your complaint.

This might mean giving information so you can pursue a complaint by yourself or giving you the support of an experienced advocate who can help you to make your complaint.

We will give you information about how the complaints process works and what your rights are. We will talk to you about how you want us to support you.

Your advocate can support you to:

- understand what you can expect to achieve from the NHS complaints process
- compile the issues you want to raise
- write a letter to the right people
- explore the options available to you at each stage of the complaints process
- prepare for a meeting and attend it with you if you want us to
- monitor the progress of your complaint
- get in touch with other people or services that might be able to help you.

Advocates support people to speak up for themselves and represent their own thoughts and feelings when things are difficult. As advocacy is about helping people to speak up for themselves, your advocate will not tell you what to do or act on the wishes of others.

NHS Complaints Advocacy is:

- independent of the NHS
- confidential
- free.

