Independent Health Complaints Advocacy is...

Helping you speak up about your NHS care

Free
Independent
Confidential

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@TotalVoiceStaff
/TotalVoiceStaffordshire

Need this leaflet in another format?
Contact the Total Voice team and we will help you to get the information you need.

If you are not happy with your care or treatment, we can help you.

Total Voice Staffordshire is a partnership between:

What is Advocacy?

Advocacy is about your voice being heard.
Advocates support you to speak up.
Advocates might speak up for you, if you need some help.

What will your advocate do?

Listen to what you want and work with you to:
• Get your voice heard.
• Understand your rights.
• Explore your options.
• Make your own choices.

When can an Independent Health Complaints Advocate help you?

The NHS is the National Health Service.
If you are not happy with their care or treatment of you, we can help.
If you want to make a complaint about the NHS you can ask us for help.

We can help you write a letter about your NHS complaint.
We can look at the answer you get from the NHS.
We can support you to decide if you are happy with it.
We can help you get ready for a meeting and go to it with you.
We will always try to answer any questions you have.