

NHS Complaints Advocacy

The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about a National Health Service (NHS).

Its website, www.nhscomplaintsadvocacy.org has a wide range of information to support you to make an NHS complaint by yourself, including self help information in Easy Read and large print version.

You might decide that you need support to make a complaint.

VoiceAbility advocates can work with you to ensure you understand your options and help you to achieve the outcome you are seeking.

You can ask for an advocate to assist you at any point in your complaint. If you would like an advocate to work with you, please contact NHS Complaints Advocacy helpline:

Tel: 0300 330 5454

Text: 0786 002 2939

Email: nhscomplaints@voiceability.org

Address: VoiceAbility NHS Complaints Advocacy, Mount Pleasant House, Cambridge, CB3 0RN