

Your guide to:

The NHS complaints procedure and how
and advocate can help



IHCAS

Independent Health Complaints
Advocacy Service

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Mid Mercia

What can I complain about?

Your complaint could be about any experience or treatment from an NHS service provider, including:



NHS hospitals



Private hospital where you received NHS-funded treatment



GP surgeries



Dental surgeries



Pharmacies



Opticians



NHS funded care homes



Ambulances



NHS community staff



Other NHS staff or clinicians

What is an advocate and how can they help?

What is an advocate?



Someone who holds your hand through the NHS complaints procedure



They do not work for the NHS



They are completely free to use

How can an advocate help?

They will offer different forms of support, including:



Understanding what it is that has happened



Identifying what you want to achieve by complaining



Discussing your options with you



Helping you with the actual complaints process

Let us help you

If you would like help making your complaint, please contact our team at the **Independent Health Complaints Advocacy Service**.



IHCAS@citizensadvicemidmercia.org.uk



0300 561 0770



www.healthwatchcoventry.co.uk/help-making-complaint

