

We work closely with your local Healthwatch and other local services to:

- Support people to have a voice to influence and challenge the planning and provision of their local health services.
- Improve local health services and the customer experience.
- Strengthen the patient voice.
- Give people local information and support.

healthwatch

Supporting you with health complaints

How to contact us

SEAP Advocacy

Tel: 0330 440 9000

Fax: 01424 204687

Email: info@seap.org.uk

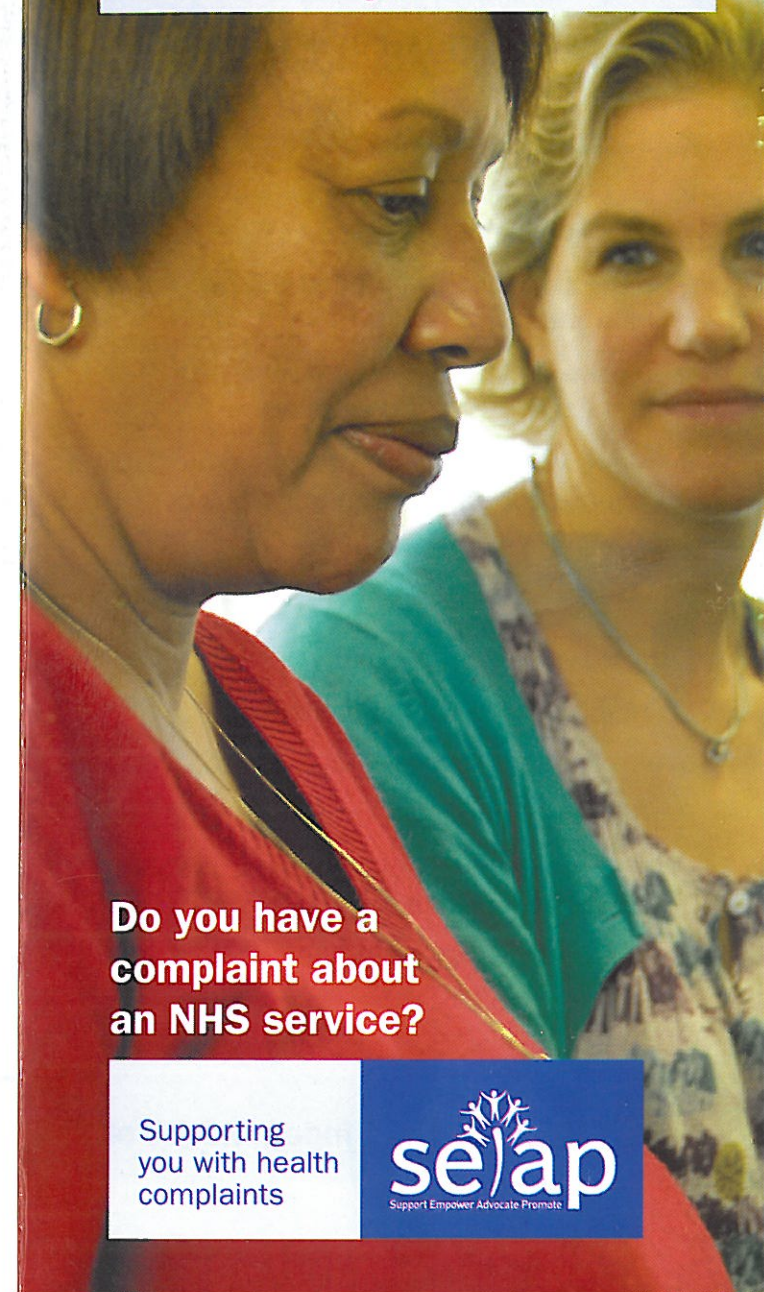
Web: www.seap.org.uk



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Company No. 3963421

Health Complaints Advocacy Service



**Do you have a
complaint about
an NHS service?**

Supporting
you with health
complaints



Do you have a complaint about an NHS service?

If you feel you have not had the service you expected from the National Health Service (NHS) and want to complain, the law says you have the right to have the support of an advocate.

The Health Complaints Advocacy Service can

- Support you with your NHS complaint.
- Provide a Self Help Pack to help you manage your complaint.
- Put you in touch with other people who can help you.
- Involve an interpreter or a translator, if you need one.
- Meet with you where you feel comfortable if you are not able to visit our office or speak on the phone.

Our advocates can

- Help you write letters to the right people.
- Go with you to meetings with medical professionals.
- Give you the opportunity to speak confidentially to someone who is independent of the NHS.
- Help you explore your options at every stage of the complaint.
- Answer questions to help you make decisions.
- Act on your direction rather than the wishes of others.

Our advocates cannot

- Help you to claim compensation.
- Get an NHS Employee disciplined.
- Give legal advice.
- Help you with complaints about private medical treatment.
- Give medical advice.

NHS Complaints Advocates cannot support you with matters outside of the NHS complaints procedure.

Meeting your needs and speaking your language

We will make every effort to adapt how we communicate with you to meet your needs.

Please let us know what your particular needs are and will do our best to help.



What does an advocate do?

An experienced worker, known as an advocate, can help and support you to make your complaint.

Free | Confidential | Independent of the NHS