

## About SWAN

South West Advocacy Network (SWAN) is a charity specialising in delivering independent advocacy.

We have developed a model which ensures everyone, including the most vulnerable members of our communities, have the same rights and opportunities as their fellow citizens.

All our Isle of Wight Advocacy Services are independent, free at the point of delivery, confidential and non-judgemental.

Alongside our core services we co-produce and deliver Self-Advocacy Workshops which empower individuals to develop self-advocacy skills.



## Contact us



**Tel:** 03333 447928

**Email:** [IoW@swanadvocacy.org.uk](mailto:IoW@swanadvocacy.org.uk)

**Web:** [www.swanadvocacy.org.uk/iow](http://www.swanadvocacy.org.uk/iow)

### **Address:**

South West Advocacy Network  
Isle of Wight Vulnerable Adults  
Advocacy Service  
Riverside Centre  
The Quay  
Newport  
PO30 2QR



@SouthWestAdvocacyNetwork



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We can provide this information in different languages and formats, including easy read.

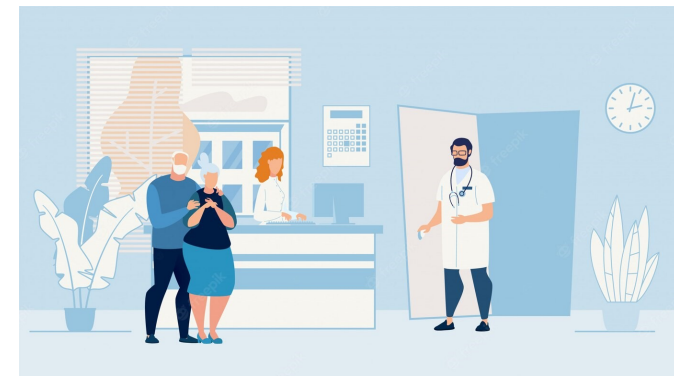
Registered Charity Number: 1125679

Company Number: 65992429



South West Advocacy Network

Isle of Wight  
Independent  
Health Complaints  
Advocacy



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# Do you need help to make a complaint to the NHS?

## Health Complaints Advocacy can help:

- Anyone who requires support to make a complaint about their NHS care
- Anyone who wishes to complain on behalf of a friend or relative, provided that person has given written consent where they are able to do so. We can also support with complaints about the treatment of someone who has died
- Young people (under age 18) are entitled to complain independently

The NHS cannot consider a complaint made on behalf of a young person unless they are sure the young person is unable to complain themselves.



## Why Independent Health Complaints Advocacy exists:

To support people who want to make a formal complaint about the care and/or treatment they have received, using the NHS Complaints Procedure.

Advocacy can help you complain about:

- a hospital or GP surgery
- the ambulance service
- a dentist
- a pharmacist
- an optician
- an NHS funded care home
- NHS staff or clinicians
- an NHS specialist service

## The two stages of the NHS Complaints Procedure:

1. Local Resolution, where you raise your concerns with the NHS provider responsible for your care
2. Parliamentary & Health Service Ombudsman (PHSO) review the complaint if you are dissatisfied with the outcome of Local Resolution

SWAN can support you through each stage.

## How our Advocates can help:

- Guiding you through the NHS complaints process
- Referring you to other Agencies, where appropriate
- Letter writing: A complaint is more likely to be resolved quickly and successfully if it is expressed clearly. We can help you work out what you want to say and draft letters
- Preparation for Complaints Meetings
- Attendance at Complaints Meetings
- Referring cases to the PHSO
- Ensuring your views, feelings and concerns are listened to by the appropriate NHS body

Throughout the process we can provide as much or as little support as you need.

We have a '**Self Advocacy Toolkit**' to guide you through the process if you are able to deal with your own complaint.

