

Independent NHS Complaints Advocacy in Stoke-on-Trent

Eligibility Criteria

An NHS Complaints Advocate can help you with a complaint about NHS treatment and care that is provided or funded by the NHS, we can provide:

- information to help you make a complaint
- support to make a formal NHS complaint

This could be:

- a complaint about your care and treatment
- a complaint about care and treatment of a child under the age of 18 who is unable to complain
- a complaint on behalf of your family member or friend with their permission
- a complaint on behalf of your family member or friend if they are unable to consent or agree (the health provider will check the person's capacity)
- a complaint on behalf of a relative or friend who has died, even without their permission

Advocates can:

- ✓ offer free, confidential, independent support
- ✓ safeguard your rights and ensure your views are heard throughout the complaint process
- ✓ support you to find out how to make a complaint and who to make a complaint to
- ✓ support you to make a formal complaint
- ✓ write letters on your behalf for your complaint
- ✓ support you to prepare for and attend meetings about your complaint
- ✓ help you to think about what happens next



Advocates cannot:

- ✗ investigate NHS complaints
- ✗ support you with compensation claims
- ✗ give legal or medical advice
- ✗ support you to make complaints about privately funded NHS care or treatment
- ✗ get an NHS employee disciplined
- ✗ recommend what you should or should not do about your complaint