

# Help to make an NHS complaint

If you are unhappy with the service you have received from the NHS, an advocate can help you to make a complaint.

Our advocates are independent of the NHS and provide a free, confidential service to help you with the complaints process.



**ADVOCACY 1ST**

## Our advocate will:

- + Listen to you
- + Help you to understand the complaints process
- + Explore the options available to you
- + Support you with the complaints letter
- + Support you at any meetings about your complaint
- + Help you to understand information about the complaint

We are unable to support with legal matters or complaints about private healthcare.



If you would like support, you can contact us:

 [advocacy@communityconnex.co.uk](mailto:advocacy@communityconnex.co.uk)

 0208 869 8484