



Contact us for help and support if you live in the Leeds area and feel you have not had the service you expect from the NHS and you want to raise a concern about your own care or that of a relative or friend.

Charity No. 1126132 . Company No. 04229975. Advonet, Unity Business Centre, 26 Roundhay Road, Leeds, LS7 1AB.

Call us today on
0113 244 0606

For more
information or
to make an appointment

Contact us by email:
Lihca@advonet.org.uk

Or

Visit our website:
www.advonet.org.uk

 0113 244 0606

 office@advonet.org.uk

 www.advonet.org.uk

 [@AdvonetUK](https://twitter.com/AdvonetUK)

Leeds Independent Health Complaints Advocacy (LIHCA)

Help to make a
complaint or raise
a concern about
the NHS

“**Advonet**
Providing Independent Advocacy
& Related Support”

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Providing Independent Advocacy
& Related Support”

- Free
- Confidential
- Independent

Just looking for Information?

Our free Information Pack about the NHS complaints procedure is available on request or you can download it from our website

What services are covered?

The NHS complaints procedure covers all healthcare provided by the NHS. This includes:

- Hospital
- G.P.
- Dentist
- Pharmacist
- Optician
- Any NHS funded care even if it is provided by a private company.

How can an Advocate help?

Our Advocates will:

- Provide information about the NHS complaints procedure
- Help you to explore your options so you can decide what to do
- Help you to put forward your views and make sure they are heard
- Help you to understand what you can expect to achieve from making a complaint

An Advocate might also:

- Help you to write letters
- Help you to prepare for meetings and go to these with you
- Help you to monitor the progress of your complaint with the organisation responsible



An advocate will discuss your options with you, but will not tell you what to do. You are always in control of your own complaint.

Different Languages

If English isn't your first language and you would like support to make an NHS complaint but need interpretation services we will be happy to provide these when we meet with you.

