

The Advonet Group

Providing Independent Advocacy

Health Complaints Advocacy

**Helping you to make a complaint or
raise a concern about NHS care**



As part of a consortium, The Advonet Group, Touchstone and Age UK Leeds are working together to give people in Leeds a voice. We provide independent advocacy for you.

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What is Health Complaints Advocacy?



Our Health Complaints Advocacy team can help you to make a complaint about any care you have received from a service run by the NHS, provided you live in the Leeds City Council area.

Complaints procedure

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

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.

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.

Advocacy in other languages

If you would like support to make an NHS complaint but English is not your first language, we will be happy to meet with you to discuss how we can support you going forward.

Contact us

We have a first contact team that can help you. To find out which advocacy service is the right one for you or to make a referral, you can contact us by phone, email, post or via our website.



0113 244 0606

Opening times: **Monday-Friday, 9am-5pm**



Email us at office@advonet.org.uk



Text: Include your name then send to **07719 859 694**



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