

Health Complaints Advocacy

The
Advonet
Group

Providing Independent Advocacy

Why Advocacy?

FREE,
CONFIDENTIAL,
INDEPENDENT



Speak up for
your rights,
views and
wishes



Explain how
NHS care made
you feel to
those involved



Support to
ask for
what you
want or
need

Help for young
people aged 11+ who are
unhappy about NHS care or
treatment

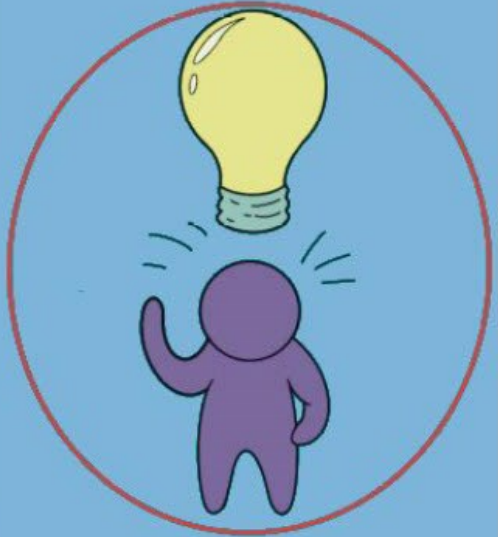


INVESTORS
IN PEOPLE



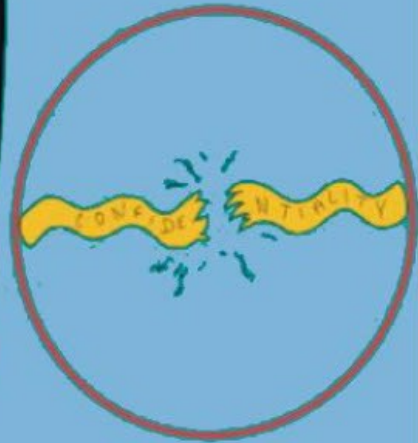
OUR SERVICE—HOW AN ADVOCATE CAN HELP YOU:

**Speak up for your rights,
views and wishes**
**Help you to ask for what you
want or need**
**Explain how NHS treatment
or care made you feel to
the person who carried it
out**
**Explain your rights and give
you more
information**
**Help you to make
decisions**
**Help you to say what your
views and feelings are**
**Achieve goals like an
apology, an explanation,
or an improvement to the
NHS service in the future**
**Provide the right
advocacy support, like in
another language**



INVESTORS
IN PEOPLE





INVESTORS IN PEOPLE



This leaflet was produced in conjunction with Caris Kilday, a young graphic designer, and Youth Watch volunteers.

Who can I complain about?

Any NHS organisation that provided your care, even if it was not in Leeds. This might be: your GP; a hospital; your dentist; a pharmacist; your optician; or mental health services.

Even if it was private care which was funded by the NHS, you can complain!

Contact us today if:

You live in Leeds

Your worries about your NHS care, treatment and rights were not heard

You want to have a say in the solution



www.advonet.org.uk



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