

The Advonet Group

Providing Independent Advocacy

Health Complaints Advocacy

**Supporting you to raise complaint or
a concern about NHS-funded care**



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

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Health Complaints Advocacy



Who are The Advonet Group?

We are a free, confidential and independent service that helps people in the Leeds Metropolitan Area to raise complaints about their treatment from the NHS or from services funded by the NHS.

What our advocates can do

Our advocates can help you:

- Understand the NHS Complaints process, such as your options regarding who the complaint goes to or the outcomes you can expect from your complaint
- Write a complaint letter, review complaint letters you write, or prepare a meeting planner to give the complaint verbally
- Develop your self advocacy skills
- Ask for reasonable adjustments around your complaint
- Prepare for any meetings about your complaint and if you wish attend with you
- Progress your complaint to the Parliamentary and Health Services Ombudsman when you have exhausted the complaint process with the NHS

Health Complaints Advocacy



What an advocate cannot do

As advocates, we are bound by the Advocacy Charter and the Health Complaint Regulations. This means we cannot:

- Give you advice or tell you what to do
- Give you medical or legal information
- Help you with raising your complaint to non-NHS services such as the GMC or CQC
- Help you fill out forms or submit Subject Access Requests

Just looking for information?

Our free Information Pack about the NHS complaints procedure is available on request, or you can download it.

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.

Opening a referral

To open a referral with us and receive advocacy support, please contact our First Contact Team.

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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