



Independent Health Complaints Advocacy

An easy-read booklet



Independent Health Complaints Advocacy



The NHS provides good quality care to everyone across the UK.



However, sometimes you don't get the care or treatment you expect to receive.

Independent Health Complaints Advocate



Independent Health Complaints Advocacy is a free service provided locally by Total Voice Suffolk and POhWER for Norfolk.



This booklet will give you more information about the service, and how an Advocate can support you.

Independent Health Complaints Advocacy



If you are unhappy with the care or treatment you receive from your NHS services, you can make a complaint.



Confident

An Advocate can:

Support you to feel empowered and confident so you can make your complaint.



Give you information about how the complaints process works and what your rights are.



Talk to you about how you want an Advocate to support you.

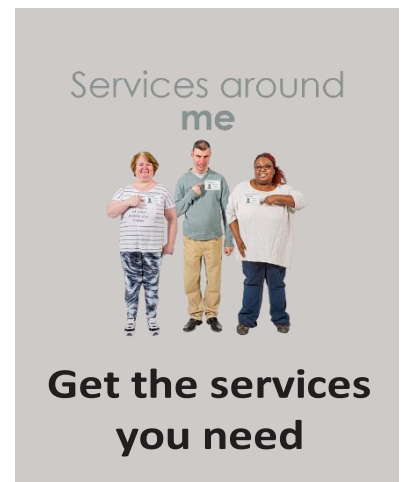
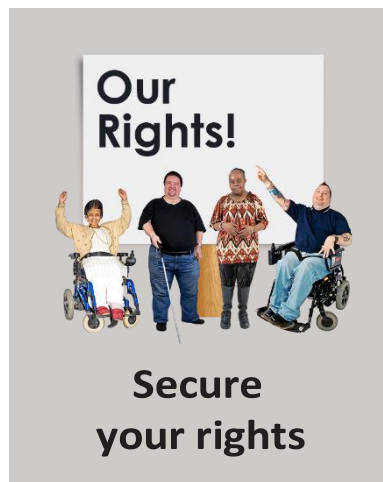
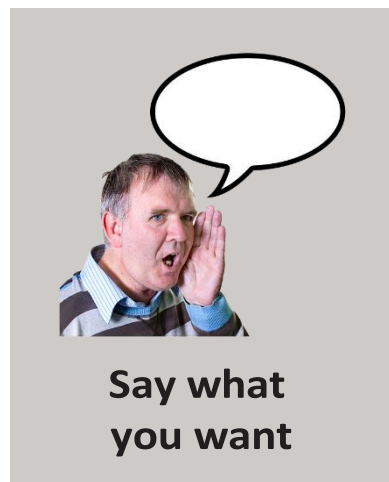
Advocacy Services



Anyone who wants to make a complaint about an NHS service or a service funded by the NHS is eligible for Advocacy support.



Advocates can support you to:



Advocacy in Suffolk: Total Voice Suffolk



Total Voice Suffolk is a partnership of organisations working together to provide Advocacy in Suffolk.

For more information, or to make a referral:



Phone

0300 330 5454



e-mail

info@totalvoicesuffolk.org

Advocacy in Norfolk: POhWER



**POhWER is the organisation providing
Advocacy in Norfolk.**

For more information, or to make a referral:



Phone

0300 4562370



e-mail

pohwer@pohwer.net

Primary Care Accessible Resources

Resource 18: Independent Health Complaints Advocacy

Suffolk Learning
Disability Partnership



This booklet was co-produced by Ace Anglia and members of the 'Staying Healthy, Safe & Well' Workstream of the Joint Suffolk Learning Disability Strategy 2015-20.



The resources were originally funded by clinical commissioning groups in Suffolk. They have been amended for use across Norfolk and Waveney with the permission from Suffolk clinical commissioning groups.



This booklet forms part of a number of information packs on LD health checks that help to explain things about primary care. Other information leaflets that you may find useful are available at your local GP practice.



Designed by: **Ace Anglia: Accessible Information**

For more information, please e-mail:
info@aceanglia.com

Made using:

