

Contact us

Get in touch to find out how we can help you.

Hammersmith & Fulham

020 8106 1500

H-F@advocacyproject.org.uk

Hackney

020 3960 7920

referrals@advocacyproject.org.uk

Please contact us if you would like information in easy read or another language.

The
Advocacy
Project

your voice your rights your choice

NHS complaints advocacy

(Independent health complaints advocacy)

“Sometimes making a complaint is a real challenge.

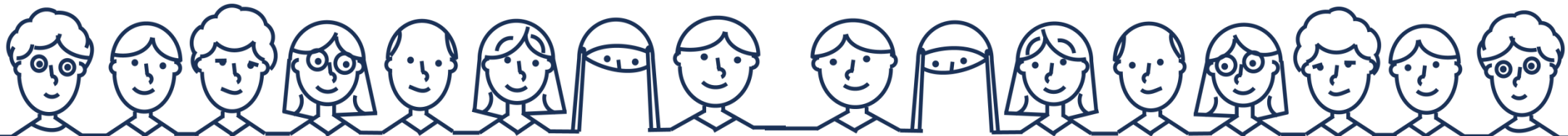
Where do I start? Who can help?

The Advocacy Project is there to support you so your voice is heard and action is taken.”

Jon Williams
Executive Director, Hackney Healthwatch

Sometimes, even in our hardworking NHS, things can go wrong...

...we can support you speak up and make it right



www.advocacyproject.org.uk

www.advocacyproject.org.uk

Have you had a difficult experience with the NHS?

Sometimes, even in our hardworking NHS, things go wrong. We can support you to speak up about any part of the NHS, and help improve our health service for everyone.



Your complaint can make a difference

By making a complaint, you can:

- › get answers to your questions
- › get an explanation or an apology
- › help improve services for other patients

About our service

Speaking with an advocate is:

- › confidential
- › free of charge for anyone living in the London boroughs of **Hackney** or **Hammersmith & Fulham**
- › independent (we're a charity, not part of the NHS)

How we can support you

Our advocates can give you all the information and support you need to make a complaint about an NHS service.

The complaint can be about an experience you had yourself. You can also complain on behalf of a child, someone who lacks capacity to do this themselves, or someone who has died.

Our information pack explains the complaints system and includes tips to help you through the process. You can find the pack on our website (www.advocacyproject.org.uk) or you can ask us to email you a copy.

What our advocates do

If you need extra support, our advocates can:

- › explain your options at every step of the complaints process
- › help you write letters and set up meetings with the right people
- › attend meetings with you if needed
- › give you information about other organisations that can help

“If it wasn't for my advocate's support, I wouldn't have had the courage to talk about my concerns.”

