



CYNGOR IECHYD CYMUNED  
COMMUNITY HEALTH COUNCIL

Are you unhappy with the care and treatment that you, or someone else, is currently receiving or has received from the NHS?





## **Do you want help to complain and get matters put right?**

The Community Health Council (CHC) Complaints Advocacy Service can help you to use the NHS concerns process "Putting things right".

Our Complaints Advocacy Service is:

- Free
- Independent
- Confidential

Our complaints advocacy service works within the NHS complaints regulations.

## Our Complaints Advocacy Service can:

- Support you to raise a concern about your NHS care, regardless of where the care was provided
- Support you to raise a concern on someone else's behalf, including if someone has died
- Listen to your concerns
- Signpost you to the right organisation for you
- Answer any questions about the concerns procedure and explain your options
- Provide a step by step guide to the concerns process and some tips
- Provide you with an advocate, an experienced worker who can help you to raise your concern and support you through the process.



## **Our Complaints Advocacy Service can't:**

- Make decisions on your behalf
- Offer an opinion on the validity of a concern
- Offer clinical opinions or give medical advice
- Offer advice about on-going care and treatment
- Investigate concerns
- Provide support with Continuing Healthcare or Individual Patient Funding Request Panels
- Provide support at inquests
- Offer additional support such as bereavement counselling. Contact details for such professionals can be provided if required
- Help you to raise a concern yourself if you are under 18 years old
- Usually work on concerns that are over 12 months old unless you have only just found out that you have cause for complaint, or have some other good reason for not raising your concerns sooner
- Give legal advice or help with legal action

- Help with issues not covered by NHS complaints regulations. This includes things like privately funded treatment, personnel matters, such as getting staff disciplined or contractual matters
- Help you if you don't live in Wales
- Provide support with complaints made to the General Medical Council
- Provide support with complaints made to the Nursing and Midwifery Council
- Provide support with complaints made to the Information Commissioners Office.



## Want to know more about the NHS concerns process and if it's the right one for you?

Our booklet 'A Step by Step guide' to raising a concern about the NHS' takes you through the procedure and contains handy hints. You may find the booklet, and the other resources it refers to, will allow you to manage your concern without additional help. You can obtain the booklet from our website. But remember, we are here if you need us.

[www.communityhealthcouncils.org.uk](http://www.communityhealthcouncils.org.uk)  
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