



**IHCA**

**ONSIDE**  
PASSIONATE ABOUT EQUALITY

### Getting help and support from the ONSIDE IHCA service

We will provide you with information about the NHS complaints procedure and how to make a complaint.

You can then choose to make your complaint yourself, if you feel able to, or with the support of one of our advocates. You can ask for support from an advocate at any point in the complaints process.

### Contact details

If you would like further information, support and guidance about Independent Health Complaints Advocacy or any of our other Advocacy services, please contact us on the details below:

## We can help you to be heard when making a complaint about NHS Services

An Independent Health Complaints Advocate [IHCA] can support people who may wish to make a complaint about the treatment and care they have had from an NHS service.

ONSIDE IHCA service provides free, independent and confidential support across Worcestershire and Herefordshire.

The complaint may be about your experience or on behalf of someone else in your family or someone you care for.

☎ 01905 27525  
✉ [accesshub@onside-advocacy.org.uk](mailto:accesshub@onside-advocacy.org.uk)  
🌐 [www.onside-advocacy.org.uk](http://www.onside-advocacy.org.uk)

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## How an Advocate can help:

An advocate from our IHCA service is completely independent. They do not work within the NHS and are on your side.

An advocate can support in a number of ways such as helping to:

- Explore and identify the issues you wish to complain about
- Be clear about what you want to achieve through making your complaint
- Write a letter of complaint, detailing your dissatisfaction and ensure this goes to the right people
- Consider the response you get and support you to decide what you want to do next
- Contact other services and support that may assist you

An advocate will always aim to support you to do as much as you can for yourself, but will be there to help when you need their input.

The advocate is there to make sure that the NHS listens to you, fairly considers and responds to your complaint.

## What can an advocate help with?

Advocates can support you to complain about a wide range of NHS services including:

- Hospital or GP practice
- Dentists
- Opticians
- An NHS funded care home
- Ambulance services
- Pharmacies
- NHS staff working in the community
- Specialist NHS services
- Other NHS staff or clinicians

**“ The advice we’ve been given, as a family, has helped us enormously ”**