

Independent Health Complaints Advocate (IHCA) Easy Read Leaflet



We can help you to make a complaint about NHS Services



An Independent Health Complaints Advocate (IHCA) supports people who want to make a complaint about their treatment and care from NHS Services.

The complaint could be for you or someone in your family or someone you care for.



We provide a free Advocacy service across Herefordshire and Worcestershire.



How we can support you:



- Identify what you want to complain about
- Be clear about what you want to achieve by making your complaint
- Write a letter saying what you are unhappy about and make sure it goes to the right people
- Support you to look at the reply and decide what you want to do next
- Contact other services that can help
- Support you to do as much as you can for yourself, but help you when you need it
- Make sure the NHS listens to you, considers your complaint fairly and replies to you





What can an IHCA advocate help with?

We can help support you to complain about NHS services like:



- Hospitals or GP practices
- Dentists
- Opticians
- NHS care home
- Ambulance services
- Pharmacies
- NHS staff working in the community
- Specialist NHS Services
- Other NHS staff



Our IHCA advocate service is independent – they do not work for the NHS.



How we can support you:

- Give you information about how to complain to the NHS
- Support you to make your complaint – or you can do it yourself if you prefer
- You can ask for support from an advocate at any time while you are making a complaint



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