

# About NHS complaints



Anyone who is unhappy with their care and treatment by the NHS is entitled to make a complaint.

Anyone who wants to be supported through this process is entitled to make a referral for an advocate.



Independent health complaints advocates can help with complaints about treatment and care provided or funded by the NHS.

Asist offer a self-help pack which supports you through the process of making a complaint. You can download the pack on the link below.



Advocates can:

- offer free, confidential, independent support
- safeguard your rights and make sure your views are heard in the complaints process
- guide and support you to make a complaint
- offer practical support with complaints letters
- provide practical support before, during and after meetings about your complaint
- help you to think about your options.





Your complaint could be:

- about your own care and treatment
- on behalf of a child under the age of 16
- on behalf of someone else if you have their written permission
- on behalf of someone who cannot give their consent (the NHS will assess their capacity to consent to treatment).



A person with a legal duty, next of kin or Member of Parliament all have an automatic right to make a complaint for:

- someone who is unable to give their consent
- someone who has died.



Advocates can only support to obtain one of the following outcomes:

- an apology
- an explanation.
- a change in practice.

We are not legally trained so are unable to support to obtain compensation.