

If you have difficulties reading this leaflet we can provide information in a way to suit you.

We can provide information in:








- Different languages
- Braille
- Large print
- Easy Read
- Audio format

We have advocates who can sign.



Registered Charity Number – 1061543  
Company Number - 3323040

## How to contact us

-  **Telephone** - 0300 456 2370  
(charged at local rate)
-  **Minicom** - 0300 456 2364
-  **Text** - send the word 'pohwer' with your name and number to 81025
-  **Email** - pohwer@pohwer.net
-  **Skype** - pohwer.advocacy  
(8am to 6pm Monday to Friday)
-  **Fax** - 0300 456 2365
-  **Post** - Write to us at POhWER,  
PO Box 14043, Birmingham B6 9BL

For more information visit our website at  
[www.pohwer.net](http://www.pohwer.net)



## NHS Complaints Advocacy

Problems with the care and/or treatment provided by the National Health Service (NHS)?

We may be able to help you.

[www.pohwer.net](http://www.pohwer.net)



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**POhWER**  
advocacy, making your voice heard

# 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 statutory NHS Complaints Advocacy Service can help you to use the NHS complaints process.

NHS Complaints Advocacy is

- Free
- Independent
- Confidential

NHS Complaints Advocacy works within the NHS complaints regulations.

NHS Complaints Advocacy can:

- ✓ Support anyone to make a complaint about the service, care or treatment provided to you by the NHS
- ✓ Support you to make a complaint on someone else's behalf, including if someone has died,
- ✓ Listen to your concerns
- ✓ Signpost you to the right organisation in the right area if we think that we are not the right organisation for you
- ✓ Answer questions about the complaints procedure and explain your options
- ✓ Provide a step by step guide to the complaints process and some tips
- ✓ Provide you with a POhWER advocate, an experienced worker who can help you make your complaint and support you through the process
- ✓ Support a young person under 16 if they have capacity to reach their own decisions. If a child does not have the capacity to make a decision about their treatment, only a parent or guardian may complain on behalf of their child without permission

NHS Complaints Advocacy can't:

- ✗ Usually work on complaints 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 complaining sooner
- ✗ Investigate complaints
- ✗ Give legal advice
- ✗ Give medical advice
- ✗ Provide counselling

- ✗ Help with issues not covered by NHS Complaints Regulations, such as privately funded treatment, personnel matters, such as getting staff disciplined or contractual matters
- ✗ Help with legal action and matters relating to compensation
- ✗ Provide a secretarial service

**We aim to work with everyone, taking account of their needs.**

Want to know more about the NHS complaints procedure and if it's the right one for you?

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

Want to know more about our services?

Our booklet 'About POhWER NHS Complaints Advocacy' describes how our service works. This may help you to decide if we are the right service for you. If you decide to use the booklet it will help us to work together. You can obtain it by visiting our website.

Interested and want to know more?

Contact us on 0300 456 2370 or by using the details on the back of this leaflet.