

Independent NHS Complaint Advocacy Service

We are here to provide you with practical support and information if you want to make a complaint about an **NHS** service you or someone you know has received. The service is free.



☎ 01942 834666

✉ info@healthwatchwiganandleigh.co.uk

🌐 www.healthwatchwiganandleigh.co.uk

📘 @HealthwatchWL

Independent NHS Complaint Advocacy Service

The support we offer is tailored to your needs and includes:

- Giving you enough information and advice so you can pursue a complaint by yourself.
- Offering you the support of an experienced worker, such as an Advocate, who can help you make your complaint.
- Compiling all the relevant issues and facts you need to highlight as part of your complaint.
- Writing letters to the right people.
- Preparing you for complaint meetings and go to these with you if you need support.
- Answering questions to help YOU make decisions.
- Giving you the opportunity to speak confidentially to someone who is **INDEPENDENT** of the **NHS**
- Meeting with you face to face to discuss your complaint
- Monitoring the progress of your complaint with the organisation responsible



Need help making a complaint about an service?

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