

Before you contact us

It would be **helpful** if you have **thought about**

- the **main issues** that you want to **complain about**
- what **information** you have that **might be important** for your complaint, for example names and dates
- **what documents** you already have
- what you would **like to be done** as a **result** of your complaint

Even if you **do not have** some of **this information** please contact us. We are **happy to discuss** your case with you, even if you have **not yet decided** to make a complaint.

For more information and self help packs



0845 310 1812 option 1



referrals@advocacyforall.org.uk



www.advocacyforcroydon.org



The Civic Centre, St. Mary's Road, Swanley.
BR8 7BU

advocacy

for CROYDON

Are you a Croydon resident?



Do you want to make a complaint about services commissioned or provided by the NHS?

The service is free, independent from the NHS and confidential.



What is Croydon Health Complaints Advocacy?

It is a service to support **Croydon residents** who want to make a **complaint about NHS** services including:

- hospitals and/or NHS staff
- doctor's (GP) surgeries
- pharmacies
- opticians
- dentists
- the ambulance service

How can an advocate support me?

We can

- **provide information** to help you decide if you want to make a complaint and **other options**
- give you the opportunity to **speak confidentially** to someone who is independent of the NHS
- support you to **make a complaint**
- support you during the **complaint process** by writing letters, attending meetings and supporting you to decide **what to do at each stage**
- if you are **still not happy**, support you to complain to the **Health Service Ombudsman**

We **cannot** give you **legal or medical advice**.

How to make a complaint

You can make a complaint on **behalf of**

- yourself
- somebody who has died
- somebody who is not able to not make a complaint for themselves

Both **adults and children** can **make a complaint**. You can complain on **behalf of a child** under 18 years of age if they are unable to make the complaint themselves.

What sort of thing can I complain about?

- waiting times
- too little or poor information
- the **treatment or care you receive**
- the **attitude** of staff
- **failure to diagnose** correctly your condition
- **problems** with medication
- your complaint was **not properly dealt with**

CROYDON