

## Enquiries

All enquiries are processed by our referrals team or a member of the Health Complaints team in the area you live.

We currently offer a Health Complaints Advocacy service for people living in the London Boroughs of Bexley, Croydon and Sutton.

### Making an enquiry:

Guidelines are on our website [www.advocacyforall.org.uk](http://www.advocacyforall.org.uk)

Download the Enquiry Form, complete and email to [referrals@advocacyforall.org.uk](mailto:referrals@advocacyforall.org.uk) or post to the address below. The consent section must be completed before we can work with you.



## Before you contact us

It would be helpful if you have thought about the main issues that you want to complain about and what information you have that might be important for your complaint:

- names and dates
- documents you already have
- what you would like to be done as a result of your complaint

## Contact us

☎ 0345 310 1812 option 4

✉ [referrals@advocacyforall.org.uk](mailto:referrals@advocacyforall.org.uk)

🌐 [www.advocacyforcroydon.org](http://www.advocacyforcroydon.org)

📍 Advocacy for All, The Civic Centre,  
St Mary's Road, Swanley, Kent BR8 7BU



# advocacy

for CROYDON



## Health Complaints Advocacy

**Independent Health Complaints Advocacy is a free, independent advocacy service that can help you make a complaint about any aspect of your NHS care or treatment.**

This includes treatment in a private hospital or care home that is funded by the NHS.

The National Health Service (NHS) works hard to treat everyone properly and promptly. Most people who access NHS services are satisfied with their experience, but sometimes things don't work out as expected.

You can help to improve things and the NHS can learn from your experience if you need to complain



# What is Health Complaints Advocacy?

It is a service to independently support 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



## 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 your condition correctly
- problems with medication
- if your complaint was not properly dealt with

# How can an advocate support me?

We can:

- provide information to help you decide if you want to make a complaint or 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 and we cannot help you to get financial compensation.

## Making 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.