



## Supporting people to make a complaint

Advocacy supports and assists adults in making a complaint about the service, care and treatment from health and social care services



Understand  
the  
complaints  
process

Use  
our  
self help  
tools

Helpful  
telephone  
support

Writing  
letters and  
attending  
meetings



We help people to live the lives they want to live

## How we help people

The regulations introduced the statutory role of an Independent Advocate to assist and support adults in making a complaint to the National Health Service or Adult Social Services.

Step by step support through the complaints process:

### Before a complaint:

- ✓ We can send people our self help pack
- ✓ We can provide telephone support

### After a complaint:

- ✓ Help people to access the Ombudsman if they are not happy with the outcome

### During a complaint a dedicated Advocate will:

- ✓ Support people through the process
- ✓ Help people to understand the complaints process
- ✓ Help you write a complaint letter
- ✓ Attend resolution meetings with people

People can make a complaint on someone else's behalf, with their permission, or in the event that they have passed away or are lacking capacity to complain themselves.

Referrals for  
advocacy  
can be  
made by  
any adult

“

I didn't know how to raise my issues with my care provider and so I called Advocacy Focus and they sent me a self help pack which gave me all the information I needed to complain. - Ali\*

\*Name has been changed

”

## Who we are

- We are a charity providing person-led advocacy since 1998
- Our service is high quality, confidential and free
- We are independent of local authorities, the NHS and Social Services.



Chat to an Advocate online now

[www.advocacyfocus.org.uk](http://www.advocacyfocus.org.uk)



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