

Independent Health Complaints Advocacy

**A guide on the support available to make a
complaint about an NHS or NHS funded service**



What is Advocacy?

Everyone has the right to speak up for themselves, especially when it's about their health, care, and wellbeing. Not everyone can do this easily, however.

This is where independent advocacy, delivered by Cloverleaf Advocacy, can help. We help people to have a voice when they find it difficult to express their views. More than that, we make sure that decisions about them are not made without them. We can help people to:

- Find information
- Understand and uphold their rights
- Consider their options
- Get the support they need
- Speak up about the issues that matter to them

Our services are free, independent, and confidential. We are not part of the local authority or the NHS.

“Advocacy has helped me immensely. My Advocate was amazing. Without their help and knowledge, I would have been completely stuck in knowing what to do.”

Independent Health Complaints Advocacy

This is for anyone who wants to make a complaint about an NHS or NHS-funded service including those provided by hospitals, doctors, dentists, pharmacies, ambulances, clinics, opticians and community health services.

If you are not sure if we can help with your complaint, please get in touch.

Our Health Complaints Advocates are specifically trained to support you through the complaints process, including:

- Understanding the complaints process
- Making a complaint in writing
- Keeping in touch with you about the progress of your complaint
- Attending meetings with you and healthcare professionals
- Helping you to understand the outcome of your complaint
- Helping you to take your complaint to the Ombudsman if you are not happy with the outcome

Anyone who wants support from an Advocate can contact our service directly.

If you want to make a referral for someone else, you need to get their permission to do this first.



About Cloverleaf Advocacy

Cloverleaf has been helping people to understand their rights, have their voices heard, and be at the centre of decisions made about them since 1995.

We always want to provide a positive experience for people working with our advocates. We welcome any feedback or comments about the service we provide.

As a fair, inclusive, and safe organisation, we're committed to ensuring people from marginalised groups and communities get the right support for them. Collecting equalities data helps us do that. All information is stored securely - you can find out more about how we store and use information on our website.

For more information on our services or to make a referral, contact us on:

 **0300 012 4212**

 **referrals@cloverleaf-advocacy.co.uk**



[cloverleaf-advocacy.co.uk](https://www.cloverleaf-advocacy.co.uk)



Cloverleaf Advocacy has been helping people to be heard since 1995.
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