

## Making a complaint

Complaints should normally be made within 12 months of the date of the event that you're complaining about.

The NHS Complaints Procedure cannot be used in the following:

- Financial compensation for clinical negligence
- To take disciplinary action against a member of NHS staff
- Private healthcare complaints unless your treatment was funded by the NHS
- If your care home or nursing home is paid for privately



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Mind in Salford is a Charitable Incorporated Organisation,  
Charity Number: 1156625



## Independent NHS Complaints Advocacy



**Listening | Supporting | Enabling**

You have a right to

- Have your complaint dealt with efficiently
- Have your complaint properly investigated
- Know the outcome of any investigation into your complaint

We provide guidance on how to complain, and an advocate can assist in this process if you find it difficult to be involved.



## What does an NHS Complaints Advocate do?

The Health & Social Care Act establishes a right to advocacy to support people wishing to make a complaint about the NHS.

We will provide you with guidance on how to make a complaint.

If you find it difficult to be involved in the complaint process, a dedicated NHS complaints advocate can:

- Help you compile all the issues you wish to raise in the complaint
- Help you write letters and support you to prepare for and attend meetings
- Answer questions to help you make decisions

We will represent **your** views, **your** wishes and **your** beliefs, not those of others who may be involved, and we will help you communicate these.

We will help you understand the NHS complaints process, and support your involvement and participation.

We offer one to one support in private, and our service is **free, confidential** and **independent**.

## What is a complaint?

An NHS complaint might include something that happened during care or treatment at the hospital, a GP appointment, the dentist, optician or a NHS funded care home.

Before you complain, our advocates may be able to help you speak to healthcare workers, getting your voice heard and obtaining services you need.

### An Advocate will

- ✓ Listen to **YOU**
- ✓ Be on **YOUR** side
- ✓ Work with you at **YOUR** pace
- ✓ Treat you with **RESPECT**

### An Advocate will not

- ✗ Tell you what to do
- ✗ Judge you
- ✗ Make decisions for you