



# Independent Health Complaints Advocacy in Somerset



## Easy Read Guide



## What is Independent Health Complaints Advocacy?



Health Complaints Advocacy can support anyone who lives in Somerset and is unhappy with their NHS service.



An NHS service could be your GP, the ambulance, your dentist, hospital, Care Co-ordinator, or nurse.



We can help the person to make a complaint themselves or support a person to make a complaint on someone's behalf.



We can also help someone complaint if their family member has died.

# How can an advocate help?



We can answer any questions you have about what happens when you make a complaint.



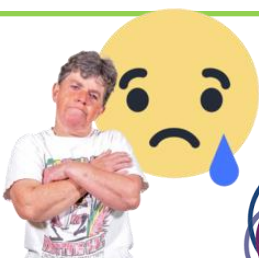
We can give you a tool kit. Which has complaint letters, and guides on how to make a complaint.



We can help you with writing complaint letters and understanding letters which are sent back to you.



We can support you at complaints meetings.



If you are unhappy with the result of your complaint, we can support you to complain to the Parliamentary Health Service Ombudsman (PHSO).

# What an advocate can't do



We can't help you with a complaint if you have known about it for over a year.



We can't investigate your complaint.



We can't give you advice or legal support.



We can't give you medical advice.



We can't help you get money or compensation.

# BIG words



## Advocacy

This is about understanding your rights and choices.



## Advocate

An advocate can help you get your voice heard.



## Legal Advice

Advice around the law and rights.



## Compensation

Money given due to an injury, suffering or a loss that has occurred.



Parliamentary  
and Health Service  
Ombudsman

## PHSO

The Parliamentary Health Service Ombudsman makes sure complaints are properly investigated.



## Contact us:



Phone us on:

**0333 344 7928**



Send us an email to:

**somerset@swanadvocacy.org.uk**



Send us letters to:

**Swan Advocacy,  
Hi Point, Thomas Street,  
Taunton, Somerset, TA2 6HB**



Visit our website:

**www.swanadvocacy.org.uk/  
somerset**