



Complaint against the NHS?
We'll help you be heard

We are here to support you to make your complaint about the care that you, or someone close to you, received from the NHS.



The Independent Health Complaints Advocacy Service is a free, independent, professional advocacy service for all East Riding residents who want to make a complaint about healthcare commissioned or provided by the NHS in England.

We can assist you if you normally live in East Riding and have had a problem with any NHS service including hospitals, doctors, clinics, pharmacists, ambulances, dentists, wherever that service was provided – including in the community, in prisons and private health establishments if the NHS was paying for the service.

Your advocate will speak confidentially to you about your concerns and help you understand the different options available at each stage of the complaints procedure.

The service is a statutory service and is funded and commissioned by local authorities. If you do not live in the East Riding of Yorkshire Council area, other organisations have the role of providing similar assistance within your Local Authority.

Please contact us on 0300 012 4212 if you would like more information about our service or would like to make a referral.

This is what we CAN do...



- **Discuss your complaint in detail** – Advocates will discuss the complaints procedure and your complaint with you.
- **Discuss the outcomes you can achieve through making an NHS Complaint** – Such as an apology, explanation, service improvement or change in procedure
- **Discuss what advocacy support you require** – this will be tailored to your needs.
- **Draft a complaint letter with/for you** – from information provided by you regarding your complaint.
- **Attend local resolution meetings with you** – Local resolution meetings are often offered by NHS services to discuss your complaint. Your advocate can help you prepare for complaints meeting and attend these with you.

This is what we CANNOT do...



- Investigate complaints
- Provide personal opinion
- Give medical or legal advice
- Assist with claims for clinical negligence
- Assist with complaints about private medical care
- Attend meetings that are not to address your complaint

More Information

We have a website which goes into far more detail about our services than this leaflet can. The website is also available in different languages.

To access it, go to:

www.cloverleaf-advocacy.co.uk

Cloverleaf Advocacy provides independent advocacy services across the East Riding area

We provide Independent Mental Health Advocacy, Independent Mental Capacity Advocacy, Care Act Advocacy and general advocacy. Cloverleaf Advocacy can also support people with making a complaint about an NHS service.

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



Post

East Riding Independent Health Complaints
Advocacy Service, Cloverleaf Advocacy,
5th Floor, Empire House, Wakefield Old Road,
Dewsbury, West Yorkshire, WF12 8DJ

Email

NHSComplaints@cloverleaf-advocacy.co.uk

Phone / Text

0300 012 4212 / 07860 021502

Website

www.cloverleaf-advocacy.co.uk

Please contact us if you would like more information about our service or would like to make a referral.

Get in touch