



**Complaint about an NHS service?**  
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 Hull 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 the Hull area 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 Hull area, other organisations have the role of providing similar assistance within your Local Authority.

**Please contact us on 01482 880160 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

Our website provides more detailed information about our services. You can also download a self-help pack to help you make your complaint.

To access it, go to:

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

# Cloverleaf Advocacy provides independent advocacy services across the Hull area, working with Healthwatch Hull.

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



## Email

[hulladvocacy@hull-cvs.co.uk](mailto:hulladvocacy@hull-cvs.co.uk)

## Phone

01482 880160

## Website

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

Get in touch

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