

Help & support

Advocacy Focus are an independent complaints advocacy service in Trafford. They can help you write letters, advise you about what to expect, and guide you through the process.

First Floor, The Old Tannery Eastgate
Accrington, BB5 6PW

0300 323 0965
admin@advocacyfocus.org.uk



If you're experiencing mental health issues, you may be able to access support and advocacy from your local Mind.

mind.org.uk/information-support/local-minds/



The Caribbean and African Health Network also offer advocacy and counselling.

07853 556 591
info@cahn.org.uk

If you want to leave feedback about your experiences you can either contact the service directly or contact us. We use these experiences to build a picture of how local services are working for those that use them.

You can contact the **Care Quality Commission** as they use this information to plan inspections.

healthwatch
Trafford

Colony 5, Piccadilly Place
Manchester, M1 3BR

0300 999 0303
info@healthwatchtrafford.co.uk



How-To

Make a complaint

healthwatch
Trafford

Making a complaint

The first step is called **local resolution**. This means complaining straight to the service provider. You can use their complaints process if they have one, or contact the person in charge: for example, the practice manager at a GP surgery.

Address your letter or email to the person in charge, and include any **places, dates, and names** you can remember.

Your complaint must be acknowledged within **3 working days**, either verbally or in writing. The complaint must be dealt with in a reasonable amount of time, though this can vary depending on the service.

If you feel there has been an unreasonable delay, you can request a review from the **Parliamentary and Health Service Ombudsman**.



It's easy to think there's no point in complaining, and that 'nothing ever changes'. Remember, your feedback is helping to improve people's lives.

If you are complaining about a hospital service, you can get support by contacting their Patient Advice and Liaison Service (PALS). Search 'find PALS service near me', or contact your local Healthwatch to help you find the right contact details.

Your rights

The NHS constitution states that you have the right to:

- Have any complaint you make acknowledged within 3 working days be properly investigated
- To discuss the way the complaint is handled and be given a likely timescale
- To be kept up-to-date of progress and be told the outcome of the complaint
- To take your complaint to the Parliamentary and Health Service Ombudsman if you are not satisfied
- To make a claim for a judicial review if you think an NHS body or local authority has behaved unlawfully
- To receive compensation where you have been harmed by negligent treatment

