

# NHS Independent Complaints Advocacy in Newcastle and Gateshead



**Your Voice Counts (YVC) is a local charity that supports people to advocate for themselves and speak up for what they want and need.**

If you feel unhappy about an NHS service you have received and you want to make a complaint, you are legally entitled to help from an advocacy service like ours.

## **Making a complaint**

If you are making a complaint about an NHS service, a YVC advocate can help you through the complaints progress.

Not everyone making a complaint about the NHS will need an advocate; sometimes you may just need some information.

If you decide you want to make a complaint yourself, we can provide you with a Self-Help Information Pack.

**Our service is independent, free and confidential**

# NHS Independent Complaints Advocacy



## Who can we help?

We can help you if you live in Newcastle or Gateshead and need support with an NHS complaint. If you live in a different area, you should contact your local council for advice.

## What can we help with?

We can help you through the NHS complaints process by:

- giving you advice and information about the NHS complaints procedure
- helping you to draft letters
- preparing with you for complaints resolution meetings
- liaising with NHS complaints teams.


## What don't we do?

- We can't make a complaint on your behalf or give you legal or medical advice.
- We can't tell you what to do.
- We can't get involved in NHS employee discipline cases.
- If the complaint happened over 12 months ago, we may not be able to investigate it.



**Our service is independent, free and confidential**

**Contact us to find out  
about being supported by  
a Your Voice Counts  
Advocate**

 0191 478 6472

 [nhsadvocacy@yvc.org.uk](mailto:nhsadvocacy@yvc.org.uk)

 [www.yvc.org.uk](http://www.yvc.org.uk)