

London Independent Health Complaints Advocacy Service

Has something gone wrong?
Did you not get the treatment and
care you expected?
You were not listened to by NHS
staff?

If you want to make
a complaint to the
NHS, we are
here to help
you.



POhWER
Voices Heard • Lives Empowered

Tel: 0203 553 5960

Email: pohwer@pohwer.net

Web: www.pohwer.net/london-ihcas

Free, independent and **confidential** support is available to you if you want help to make a complaint about a hospital, doctor, dentist or any other NHS-funded service.

Advocates will give you the **individual support** and assistance you need to make your complaint.

We are here to **listen**. We will work directly with you to help you so that you can be **empowered to make your complaint**.

We are experienced in supporting people with **additional communications needs** including people who speak English as a second language.

To talk about how we can help you, call our Helpline on **0203 553 5960** or email us on **pohwer@pohwer.net**.