











Our booklet 'A Step by Step guide to making a complaint about the NHS' takes you through the procedure and contains handy hints. You may find the booklet, and the other resources it refers to, will allow you to manage your complaint without help. You can obtain the booklet from our website. But remember, we are here if you need us.

### POhWER provides IHCAS to residents of the following boroughs:

- Barking & Dagenham
- Barnet
- Brent
- Camden
- Ealing
- Enfield
- Haringey
- Hackney
- Hillingdon
- Kensington and Chelsea
- Kingston
- Lambeth
- Merton
- Redbridge
- Southwark
- Tower Hamlets
- Wandsworth
- Westminster

## How to get in touch

-  **Email** - LondonIHCAS@pohwer.net
-  **Telephone** - 0203 553 5960 (charged at local rate)
-  Minicom - 0300 456 2364
-  Text - send the word 'pohwer' with your name and number to 81025
-  Skype - pohwer.advocacy (8am to 6pm Monday to Friday)
-  Fax - 01438 846 025
-  Post - London IHCAS Advocacy Hub, POhWER, Hertlands House, Primett Road, Stevenage, Hertfordshire, SG1 3EE
-  Website - [www.pohwer.net](http://www.pohwer.net)
-  Follow us on Twitter @ POhWERadvocacy
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# London Independent Health Complaints Advocacy Service (IHCAS)



## Independent Health Complaints Advocacy Service (IHCAS)

### Are you unhappy with the care and treatment that you, or someone else, is currently receiving or has received from the NHS?

Do you want to complain and get things put right?

The statutory IHCAS works within the NHS Complaints regulations.

Our IHCAS Advocates can help you to use this process to raise your concerns.

POhWER provides the IHCAS to the residents of 21 London Boroughs.

Independent Health Complaints Advocacy is:

- Free
- Independent
- Confidential

### IHCAS can:

- Listen to your concerns
- Signpost you to the right organisations outside of the complaint process if you need these
- Answer any questions about the complaints procedure and explain your options
- Provide a step by step guide to the complaints process and some self help tools
- Provide you with a POhWER advocate, who can help you to make your complaint and support you through the NHS Complaint process
- Support you to make a complaint about care and treatment provided by the NHS
- Support you to make a complaint on someone else's behalf if they would like you to
- Support you to raise and ask questions following a death
- Support a young person under 16 if they have capacity to reach their own decisions. If a child does not have the capacity to make a

decision about their treatment, only a parent or guardian may complain on behalf of their child without permission.

### IHCAS can't:

- Guarantee that a complaint will be investigated if it is over 12 months old
- Investigate complaints
- Give legal advice
- Give medical advice
- Provide counselling
- Help with issues not covered by NHS complaints regulations, such as privately funded treatment, personnel matters, such as getting staff disciplined or contractual matters
- Help with legal action and matters relating to compensation
- Provide a secretarial service.

**If you have difficulties reading this leaflet we can provide information in a way to suit you.**