

Eligibility Criteria

Independent NHS Complaints Advocates can help with complaints about treatment and care provided or funded by the NHS which occurred within the previous 12 months.

Your complaint must be about care and treatment.

The complaint can be:

- about your own care and treatment
- on behalf of a child under the age of 16
- on behalf of someone else if you have their permission
- on behalf of someone who has died

Advocates can:

- ✓ Provide information about the formal NHS complaints process
- ✓ Help with writing letters and provide support at meetings if you need this
- ✓ Support you to think about your options at all stages of the process

We can't guarantee that we will get you the outcome you desire but we can make sure that we get your views heard.



Our work will:

- be free and confidential
- be independent from the NHS
- represent your views

Advocates cannot:

- ✗ investigate NHS complaints
- ✗ support you with compensation claims
- ✗ give legal or medical advice
- ✗ get an NHS employee disciplined
- ✗ recommend what you should or should not do about your complaint
- ✗ attend clinical meetings
- ✗ help to get appointments any sooner
- ✗ support you to make complaints about privately funded healthcare

People living in Staffordshire can ask for an advocate at any point in an NHS complaint.

To make a referral
or for more information please
contact asist or visit our website

Office hours are: Monday to Friday 08.30 - 17.00



staffordshirereferrals@asist.co.uk
www.asist.co.uk



asist, Tollgate Court Business Centre,
Stafford, ST16 3HS



Phone 01785 246709 or 0300 800 1000
or text 60777 and start your message
with the word Asist (call charges may
apply).

Referrals can be made by telephone or with an
advocacy referral form, available on our website.

asist offers free advocacy awareness sessions.



Registered Charity No. 1048075.
Company No. 3068125

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Independent NHS Complaints Advocacy in Staffordshire



asist making advocacy a right not a privilege