



CYNGOR IECHYD CYMUNED
COMMUNITY HEALTH COUNCIL



Independent Advocacy Service for NHS Complaints

Community Health Councils are independent statutory organisations that represent the interests of the patient and the public in the National Health Service. We are the independent NHS 'watchdog' in Wales concerned with all aspects of NHS care and treatment.

We provide a free and independent advocacy service that offers confidential support, advice and guidance for those wishing to make a complaint against the NHS.

Our Advocate will offer advice and support if you wish to make a complaint against any NHS provider.

Our aims are:

- To enable patients, carers and relatives to access information about their concerns and to offer advice on the options available
- To support patients to put forward their concerns and complaints to the organisation for investigation

The level of support will depend on each complainant's individual needs.

The service will be provided in a friendly, confidential and professional manner, encouraging the NHS to learn from your experiences and to improve services.

If you feel we could help you please contact the advocacy service:

0845 644 7814

02920 235558

enquiries@waleschc.org.uk