

Stockton Independent Complaints Advocacy Service



Free, confidential, independent, **support.**



Email: SICA@pcp.uk.net

Telephone: 0800 304 7538

Website: [www.healthwatchstocktonontees.co.uk/
help-making-complaint-ICA](http://www.healthwatchstocktonontees.co.uk/help-making-complaint-ICA)

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Stockton ICA is managed by the **Pioneering Care Partnership (PCP)**
Registered Office: Pioneering Care Centre, Carer's Way, Newton Aycliffe
County Durham, DL5 4SF

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Do you have a
complaint
about an NHS service?



If you, or someone you know, have not had the service you expected from the National Health Service (NHS) and want to complain, the law says you have the right to have the support of an advocate.

How can Stockton Independent Complaints Advocacy (ICA) service help me?

If you live in the Borough of Stockton-on-Tees and have a complaint about NHS services, please contact Stockton ICA. We can:

-  Send you a self-help pack which includes information designed to help you manage your complaint.
-  Give you access to an experienced worker, known as an advocate, who can meet with you and help you to make your complaint.






Our advocates can:

- Write letters to the right people.
- Help you prepare for meetings.
- Attend meetings with you.
- Give you the opportunity to speak confidentially to someone who is independent of the NHS.
- Help you explore your options at every stage of the complaint.
- Access an interpreter if you need one.
- Act on your direction rather than the wishes of others.
- Answer questions to help you make decisions.

What if I don't need an advocate?

Not everyone needs the support of an advocate to make their complaint. For example, some people just want to know how the complaint system works or know who they should send a letter to. Everyone who contacts Stockton ICA to request help with an NHS complaint is entitled to receive a free Self Help Pack.

We can also signpost you to the right people to:

-  Claim compensation.
-  Get an NHS Employee disciplined.
-  Give legal advice.
-  Help you with complaints about private medical treatment.
-  Give medical advice.

