



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

LLAIS

YOUR VOICE IN HEALTH AND SOCIAL CARE

If you are unhappy with the health or social care that you or someone else is currently receiving, talk to us

**Your voice is
stronger than ever**





Llais is the **national, independent body** set up to give the people of Wales a say in their health and social care services.

We can help you make a complaint effectively for you and for others because complaints ensure our future care is better and prevents the same happening again.





Our complaints advocacy service

If you want to complain, our trained advocacy staff will provide the free, independent, and confidential support you are entitled to.

They will listen to your concerns and:

- **support you to make a complaint about a service, care or treatment provided or paid for by the NHS or local authority**
- **support you to make a complaint for someone else, including if someone has died**
- **put you in touch with other organisations if we think they can also help**
- **answer your questions about the process and explain your options**
- **provide a step-by-step guide to the process**

To find out more visit **llaiswales.org** or call your local Llais team and one of our team will talk to you about your concern, what sort of help you think you require and if you have any particular needs such as large print materials or access to someone who can sign.

Our complaints advocacy service is also available in the Welsh language.

If **we can** help you, we'll tell you how. If we can't, we'll do **our best** to advise who can.



Be part of something important

We're here to make sure people's views and experiences help to make health and social care services better for everyone.

To find out more about Llais and how you can get involved in improving health and social care in Wales with us, please contact your local Llais team or visit **www.llaiswales.org**

If you would like this publication in an alternative format and/or language, please contact us.

You can also download it from our website or get in touch to ask for a copy.



YOUR LOCAL LLAIS TEAM

Cardiff and Vale of Glamorgan

Covering Cardiff and the
Vale of Glamorgan.

Tel: 029 2075 0112

Email: cardiffandvaleenquires@
llaiscymru.org

Cwm Taf Morgannwg

Covering Bridgend, Rhondda
Cynon Taf and Merthyr Tydfil.

Tel: 01443 405830

Email: cwmtafmorgannwg
enquiries@llaiscymru.org

Gwent

Covering Newport, Caerphilly,
Blaenau Gwent, Monmouthshire
and Torfaen.

Tel: 01633 838516

Email: gwentenquiries@
llaiscymru.org

Neath Port Talbot and Swansea

Covering Neath Port Talbot
and Swansea.

Tel: 01639 683490

Email: nptandswansea
enquiries@llaiscymru.org

North Wales

Covering Flintshire, Denbighshire,
Wrexham, Conwy, Anglesey
and Gwynedd.

Tel: 01978 356178 / 01248 679284

Email: northwalesenquiries@
llaiscymru.org

Powys

Covering Montgomeryshire,
Brecknockshire and Radnorshire.

Tel: 01874 624206 / 01686 627632

Email: powysenquiries@
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West Wales

Covering Pembrokeshire,
Carmarthenshire and Ceredigion.

Tel: 01646 697610

Email: westwalesenquiries@
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This leaflet is also available in Welsh.

We welcome calls and correspondence
in Welsh. If you write to us in Welsh we will
respond to you in Welsh, and this will not
lead to a delay.



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