

Easy Read

Complaints

Talk to us if you are not happy with health or social care

This document was written by Llais. It is an easy read version of 'If you are unhappy with the health or social care that you or someone else is currently receiving, talk to us'.

December 2023



How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Where the document says **we**, this means **Llais**. For more information contact:

Website: www.llaiswales.org

E-mail: enquiries@llaiscymru.org

Phone: 02920 235 558



[Easy Read Wales](#) made this document into Easy Read using **Photosymbols**. To tell us what you think about this easy read version, [click here](#).

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Llywodraeth Cymru
Welsh Government

About us

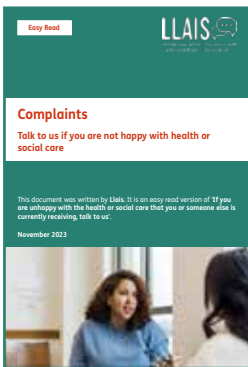
Llais has been set up by the Welsh Government.



We help people in Wales have more say in their health and social care services.



We make sure the people who plan health and social care services know what you think.



This booklet tell you about how we can help you make complaints for yourself and for others.



Complaints make care better. They help stop the same thing from happening in the future.

Our complaints advocacy service



If you want to complain, our staff who know about **advocacy** can help.



Advocacy is when someone helps you and speaks up for you. They help you say what you want to say. And make sure you are listened to. An **advocate** is the person who speaks up for you.



We will give you free, independent, and private help.



We will listen to your worries.



Our complaints advocacy service can:



- Help you to complain about care that the NHS or local authority gave you or paid for.



- Help you make a complaint for someone else. It could be for someone who has died.



- Tell you about other organisations that can help you.



- Answer your questions about how to complain and tell you your choices.





- Provide a step by step guide to making a complaint.



- Provide you with a trained complaints advocate. They can support you through the complaints process.



More information

You can find out more about us by:



- Contacting your local Llais team
- Checking our website: www.llaiswales.org



One of our team will talk with about the kind of help you need.



If we cannot help you, we will tell you who can.



This leaflet is also available in Welsh.





You can contact us in Welsh or English. It will take us the same amount of time to answer you in Welsh or English.



If you want this document in a different format or language, please contact us.



You can also download this document from our website: www.llaiswales.org



Local Llais teams

Cardiff and Vale of Glamorgan

Covering Cardiff and the Vale of Glamorgan

Phone: 029 2075 0112

Email: cardiffandvaleenquiries@llaiscymru.org

Cwm Taf Morgannwg

Covering Bridgend, Rhondda Cynon Taf and Merthyr Tydfil

Phone: 01443 405830

Email: cwmtafmorgannwgenquiries@llaiscymru.org

Gwent

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

Phone: 01633 838516

Email: gwentenquiries@llaiscymru.org

Neath Port Talbot and Swansea

Covering Neath Port Talbot and Swansea

Phone: 01639 683490

Email: nptandswansea.enquiries@llaiscymru.org



Local Llais teams

North Wales

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

Phone: 01978 356178 / 01248 679284

Email: northwalesenquiries@llaiscymru.org

Powys

Covering Montgomeryshire, Brecknockshire and
Radnorshire

Phone: 01874 624206 / 01686 627632

Email: powysenquiries@llaiscymru.org

West Wales

Covering Pembrokeshire, Carmarthenshire and
Ceredigion

Phone: 01646 697610

Email: westwalesenquiries@llaiscymru.org





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