

Easy Read

Complaints Advocacy Service

How we can help you with your complaint

This document was written by Llais. It is an easy read version of 'A guide to our health and social services complaints advocacy service'.

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



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Llywodraeth Cymru
Welsh Government

About us

Llais has been set up by the Welsh Government.



It is our job to make sure people in Wales can have a say about their:

- health services
- and social care services.



People should get these services in a way that works best for them.



We are independent. This means we are not influenced or controlled by government.



This booklet tells you about our **complaints advocacy service**. This service can help you complain about NHS services or social services.

About our complaints advocacy service



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.



Our complaints **advocates** are trained to deal with your complaints.



We provide information in a way that suits you. For example, in different languages, large print, easy read and audio .





We can offer interpreters if you need one.



Let us know what you need, and we will do our best to help.



Your right to support

You have the right to use our **complaints advocacy service** if:



- You are an adult, young person, or child in Wales. And have a complaint about **NHS services** in Wales.

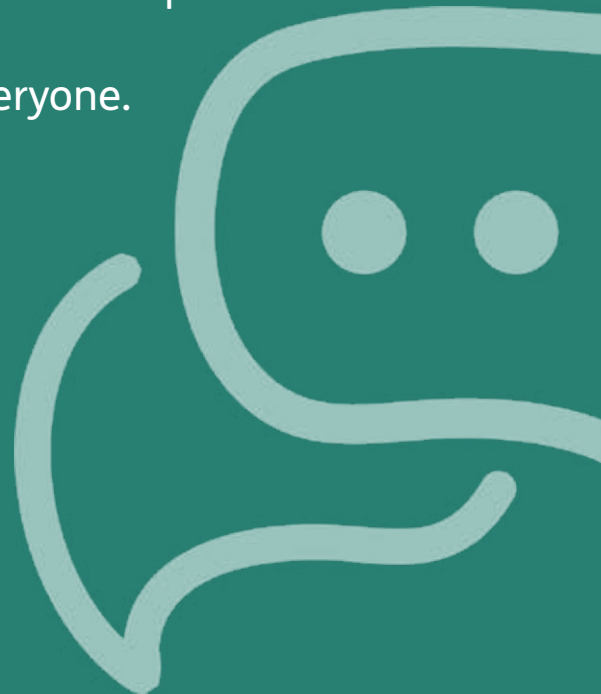


- You are an adult and have a concern about **social services** in Wales.

Our **complaints advocacy service** helps to make sure:



- People can complain when things go wrong.
- Services learn lessons from complaints.
- Services improve for everyone.



How we can help you

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.



- We may be able to support you if you pay for social services yourself from a provider that is on the Care Inspectorate Wales register.



Things we can help you with

We can support you throughout the whole process.
We can help you:

Find information



For example, asking for a copy of your medical records.

Talk about your complaint



Sometimes you may be worried about the process of raising a concern.



It helps people to talk through the process with someone who knows it well.



Write letters



We can help you work out what you want to say.
And write letters..

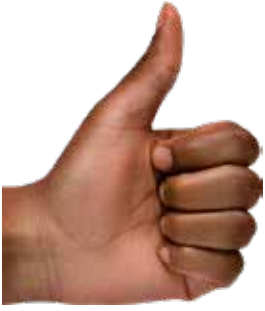
Go to complaints meetings with you



Sometimes taking part in meetings can upset people. We can support you to prepare for meetings. And go to meetings with you to talk about your concerns.



When can we help you



We can help you at any point of the complaint process.

Raising your concern with the service provider



All local health and social care service providers have their own complaints procedures.



You must raise your concern with the service provider first. They will try and make things right.





If you are not sure who to talk to, we can help you find the right person to talk to.

We can help you, if:



- You cannot solve your complaint with the service provider informally.



- You would prefer to raise your concern formally.



You must raise your concern within 1 year of the issue happening. In special situations you may be able to complain after 1 year.



Making a complaint to the Public Services Ombudsman for Wales (PSOW)

You can usually complain to the **PSOW** if:



- you are not happy with how your complaint was dealt with
- or if you are not happy with the outcome of your complaint.



PSOW can look into complaints that were made within 1 year of the issue happening.



PSOW can look into complaints if the issue happened over 1 year ago, but you complained to the service provider within the year it happened.



If this is the case, you should complain to **PSOW** within 12 weeks of getting your response from the service provider.



Who we can help



We want to hear from as many people as possible in Wales.



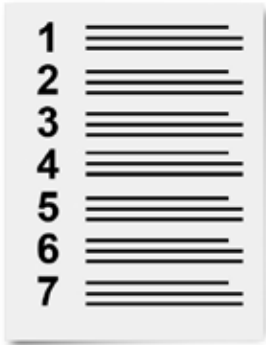
We want to hear from people from all different backgrounds. And people who may not have the same chances to have a say.



We can help if you have additional needs.



We can help if:



- You have mental health issues.
- You have learning difficulties.
- You have sensory disabilities.
- You speak little or no English.
- Someone you loved died.
- You have any other needs.



Our **complaints advocacy** service is also available in Welsh.



What happens when you contact us



One of our team members will talk to you about your concern.



They will check to see what help you need.



They will check if you have any communication needs.



If we think we can help, we will explain our service to you.





If we cannot help, we will do our best to find someone who can.



A complaints **advocate** will contact you and make a plan.

This plan will include:



- What we have agreed we will do for you.



- How we will keep in touch with you.



Things we cannot do

**There are some things our service cannot do.
We cannot:**



- Make decisions on your behalf.



- Give an opinion about whether your complaint is reasonable.



- Offer medical opinions or give medical advice.



- Give advice about on-going care and treatment.





- Investigate concerns.



- Provide support with Continuing Healthcare or Individual Patient Funding Request Panels.



- Provide support at **inquests**. An **inquest** is when a judge and jury look into the facts of your complaint.



- Offer support such as **bereavement support** and counselling. **Bereavement support** helps people manage when someone they loved has died.





- Help you complain if you are under 18 years old. And your complaint is about social services.



- Work on complaints that are over 1 year old. Unless you have only just found out that you have something you can complain about. Or have some other strong reason for not raising your concerns sooner.



- Give legal advice or help with legal action.



- Help with complaints about treatment that was not paid for by the NHS or local authority.





- Get health or social care staff disciplined.



- Help you if you do not live in Wales.



If we cannot help, please do still contact us. We will always do our best to help you find someone who can.



More information

You can find out more about us by:



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



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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a gofal cymdeithasol | and social care