



**Llais** can support you to raise a complaint about NHS services, under the **Listening to People** complaints process

**LLAIS** 



# Who we are

Llais is the independent body that makes sure people in Wales have a stronger voice in their health and social care services.

**Our complaints advocacy service is free, confidential and here to support you to raise a concern or make a complaint.**

## Who can use our service

You can use our complaints advocacy service if you are:

- an adult, young person, or child with a complaint about NHS services
- someone raising a concern on behalf of another person, including someone who has died

**If we can't help, we'll explain why and guide you to someone who can.**

# What you can expect from the NHS

Under the NHS Listening to People (LTP) complaints process, the NHS service should provide you with:

- an acknowledgement of your complaint within 5 working days
- an offer of a listening discussion, where the organisation listens and agrees next steps
- an option, where possible, to resolve your concern quickly through early resolution
- communication, information and support in a way that works for you, including any adjustments you need so you can fully take part
- an offer of advocacy support, without you having to ask



# How we can support you

## A Llais complaints advocate can:

- help you write a letter of complaint
- help you prepare for your listening discussion
- support you to explain what happened and what you want to happen next
- help you get the adjustments you need to be able to participate fully
- explain how the complaints process works
- help you understand any complaint correspondence you receive, including your complaint response
- help you find other services that can support you if you need them





# What happens in the Listening to People process

## 1. NHS service acknowledgement (within 5 working days)

The organisation contacts you to confirm they've received your concern. They must also offer you a listening discussion.

## 2. Listening discussion

This is a conversation, by phone, video, or in-person, where:

- you explain what happened
- you talk about how it has affected you
- you discuss what matters most to you
- you explain what you would like to see happen
- next steps are agreed

**A complaints advocate can help you prepare or join the discussion if needed.**

### **3. Stage 1: early resolution (up to 10 working days)**

Most concerns can be resolved quickly.

During this stage, the NHS organisation should:

- check the facts
- make practical changes or put things right where possible
- keep you updated
- check whether the outcome meets your expectations

### **4. Stage 2: investigate, report and learn**

If your problem can't be resolved through early resolution, or it is considered too complex to be appropriate for early resolution, the NHS organisation will investigate it more thoroughly.

**The investigation report will tell you:**

- exactly what they checked
- what they found out
- what they will do so the same problem doesn't happen again

# Your rights under the Listening to People complaints process

When you complain, you have the following rights:

- free and independent support from a complaint advocate
- communication that meets your language and access needs
- clear explanations and regular updates
- respectful and caring communication that understands you may have had difficult experiences



# What our complaints advocacy service can and can't do

## **We can:**

- support you to complain by yourself
- help write your letter of complaint
- help you explain your concerns clearly
- guide you through your options
- listen and help you prepare
- support you during key stages such as the listening discussion
- liaise with the health board about your concern or complaint

## **We can't:**

- make decisions for you
- investigate concerns
- give medical or legal advice
- attend meetings instead of you
- offer counselling or emergency support





## Get in touch

If you have a complaint you'd like support with, or you want more information about the Listening to People complaints process, we have **7 local offices** that can talk through your concern and the type of support you need.

### Cardiff and Vale

- [cardiffandvaleenquiries@llaiscymru.org](mailto:cardiffandvaleenquiries@llaiscymru.org)
- 02920 750112

### Cwm Taf Morgannwg

- [CTM@llaiscymru.org](mailto:CTM@llaiscymru.org)
- 01443 405830

## Gwent

- [gwentenquiries@llaiscymru.org](mailto:gwentenquiries@llaiscymru.org)
- 01633 838516

## Neath Port Talbot and Swansea

- [nptandswansea.enquiries@llaiscymru.org](mailto:nptandswansea.enquiries@llaiscymru.org)
- 01639 683490

## North Wales

- [northwalesenquiries@llaiscymru.org](mailto:northwalesenquiries@llaiscymru.org)
- 01978 356178 / 01248 679284

## Powys

- [powysenquiries@llaiscymru.org](mailto:powysenquiries@llaiscymru.org)
- 01874 624206 / 01686 627632

## West Wales

- [westwalesenquiries@llaiscymru.org](mailto:westwalesenquiries@llaiscymru.org)
- 01646 697610

**We can provide this information in different formats and languages, including large print, Easy Read, British Sign Language (BSL) and Welsh.**

**Contact us on [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org) and we'll be happy to help.**

# LLAIS

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a gofal cymdeithasol

Your voice in health  
and social care