

Professional Referral Form

Professional Referral Form for Independent Health and Social Care Complaints Advocacy.

This form is for professionals who are helping someone make a complaint about the NHS or an NHS service, or a Local Authority Social Care Service. It can also be used if the person is already making a complaint, or if they are doing it for someone else.

A complaint can only be made if the issue/incident happened within the last 12 months (or they've been made aware of it in the last 12 months) and hasn't been investigated previously.

All data supplied to us in this form will be processed in accordance with our Privacy Notice

Details of the person you are referring		
Title		
First Name	Last Name	DOB
Current location (Hospital, ward/care home and contact details).	Home address if different	
Phone number	Email	
What's their preferred language?		
What's their preferred method of contact?		

What identified needs does the person you are referring have?

(Please select all that apply)

Learning disability	<input type="checkbox"/>	Sensory impairment Long	<input type="checkbox"/>
Acquired brain injury	<input type="checkbox"/>	term health condition	<input type="checkbox"/>
Dementia Neurological	<input type="checkbox"/>	Substance	<input type="checkbox"/>
conditions	<input type="checkbox"/>	Physical disability	<input type="checkbox"/>
Neurodivergent Stroke	<input type="checkbox"/>	None Other <i>(please</i>	<input type="checkbox"/>
	<input type="checkbox"/>	<i>specify)</i>	
Mental health condition	<input type="checkbox"/>	Further details	

Does the person have any access needs, for example communication or physical needs? *(Please provide details including any reasonable adjustments needed)*

Has the person you are referring requested an advocate?

Yes No

Has the person agreed to this referral?

Yes No Lacks capacity to consent

If they lack capacity to consent, please include appropriate representative contact details:

Is there anyone advocating on their behalf? No Yes *(please specify)*

IMPORTANT - Is there anything we need to know in order to ensure the safety of the person you are referring and of our advocates? *(Please detail below)*

Details of the Complaint

What is the name of the NHS Service or Local Authority the complaint is about?

When did the issue they wish to complain about happen?

Please tell us what the complaint is about.

(Be as detailed as possible and attach any relevant supportive documents/information)

What Complaints Advocacy support do they need around this issue?

(i.e. help writing a complaint, support at a Complaints Meeting, assistance in understanding a response)

What outcome are they looking for?

An explanation and acknowledgement of mistakes that have been made

An apology from the service

A change of care provider

Evidence that changes have been made to a process, so that others don't have the same experience

Other *(please specify)*

3. Your Details	
Title	
Full name	
Telephone number(s)	Email address
Organisation	
Address	
Team or department	
Job title (if different)	
Is this the first time you have made a referral to Llais	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please tell us how you heard about us?	

Where to send your referral form

To find out the email address and / or postal address for your local Llais office, [click here](#).