

NHS Complaints Advocacy

Do you want to complain about your health or social care?

We can help you:

NHS Complaints Advocacy is here to help you to make a complaint about your NHS care or treatment or social care in Luton.

NHS Complaints Advocacy is provided by POhWER and is free, confidential and independent of the NHS.

At our website www.pohwer.net You can:

- Read our website
- Listen to our webpages in any language using ROKTALK
- Adjust the text size
- Watch our signed and subtitled video
- Read our website in Easyread
- Listen or print in other languages

You can make a complaint by yourself using our self help tools. To get started tick below:



Self help

If you think you need more support we can provide a local advocate to help you. To get started tick below:



Advocacy

There are some things that the NHS complaints system doesn't cover:

- **Complaints about privately funded healthcare**
- **Complaints to regulators about professional misconduct**
- **Support around inquests**
- **Cases involving legal action**

Meeting communication needs

We provide leaflets and information in a variety of languages and formats, easy read, audio and DVDs. We have access to translation and interpreting services. We use communication toolkits, Makaton and other signing techniques.

We are open:

- Monday to Friday - 8am and 6pm

You can contact us at:



Telephone - 0300 456 2370 (charged at local rate)



Minicom - 0300 456 2364



Text - send the word "pohwer" with your name and number to 81025



Email - pohwer@pohwer.net

Skype - pohwer.advocacy



Fax - 0300 456 2365



Post - Write to us at POhWER, PO Box 14043, Birmingham B6 9BL

For more information visit our website at www.pohwer.net

Outside these hours leave us a message by phone or email us. We will always get back to you within one working day.