

Our booklet 'A Step by Step guide to making a complaint about the NHS' takes you through the procedure and contains handy hints. You can find the booklet and other useful information on our website. With these resources you may be able to manage your complaint without help but remember, we are here if you need us.

If you have difficulties reading this leaflet we can provide information in a way to suit you.

We can provide information in:

- Different languages
- Braille
- Large Print
- Easy Read
- Audio format

We have access to translation and interpreting services.

How to get in touch



Email - WHACS@pohwer.net



Telephone - 0300 456 2370
(charged at local rate)



Minicom - 0300 456 2364



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



Skype - pohwer.advocacy (8am to 6pm Monday to Friday)



Fax - 0300 456 2365



Post - PO Box 17943, Birmingham, B9 9PB



Website - www.pohwer.net



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We invest in people Silver



Wolverhampton Health Advocacy Complaints Service (WHACS)



WHACS

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Are you unhappy with the care and treatment that you, or someone else, is currently receiving or has received from the NHS?

Do you want to complain and get things put right?

Our WHACS Advocates can help you to use this process to raise your concerns.

This service is available to all permanent and temporary residents of Wolverhampton including prisoners, holiday-makers, students, gypsies and travellers and children and young people on placement.

The statutory WHACS works within the NHS Complaints regulations.

WHACS can:

- Listen to your concerns
- Answer any questions about the complaints procedure and explain your options
- Signpost you to the right organisations outside of the complaint process if you need these
- Provide a step by step guide to the complaints process and some self help tools
- Provide you with a POhWER advocate, who can help you to make your complaint and support you through the NHS Complaint process
- Support you to make a complaint about care and treatment provided or funded by the NHS
- Support you to make a complaint on someone else's behalf if they would like you to
- Support you to prepare for and attend meetings
- Support you to raise and ask questions following a death
- Support a young person under 16 if they have capacity to reach their own decisions. If a child does not

have the capacity to make a decision about their treatment, only a parent or guardian may complain on behalf of their child without permission.

WHACS can't:

- Guarantee that a complaint will be investigated if it is over 12 months old
- Investigate complaints
- Give legal advice
- Give medical advice
- Provide counselling
- Help with issues not covered by NHS complaints regulations, such as privately funded treatment, personnel matters, such as getting staff disciplined or contractual matters
- Help with legal action and matters relating to compensation
- Provide a secretarial service.

We aim to work with everyone, taking account of their needs.

This service is free, independent and confidential.