

Advocacy – Support to make an NHS complaint



In Staffordshire there is an organisation called 'asist' who can help people with the management of their NHS complaints. There are two services, depending on where you live

- living in [Stoke-on-Trent](#) (01782 845584)
- living in the rest of [Staffordshire](#) (01785 246709)

On their website they explain eligibility criteria and [what they can and cannot do](#) to help you with your NHS complaint.

You can also download [their leaflet](#) or make a referral.

General Advice about Making a Complaint

This useful guidance is provided by NHS England:

- Complaints should normally be made within 12 months of an incident or of it coming to your attention.
- This time limit can be extended provided you have good reasons for not making the complaint sooner and it's possible to complete a fair investigation.
- This will be a decision taken by the complaints manager in discussion with you.
- You can make a complaint verbally, in writing or by email. If you make your complaint verbally, a record of your complaint will be made, and you'll be provided with a written copy.
- If you're complaining on behalf of someone else, include their written consent with your letter (if you're making your complaint in writing) as this will speed up the process.
- If the person cannot give their consent, for example, if they have died or lack mental capacity, or are a child who cannot complain for themselves, you may be able to complain for them.

MIND also has a useful overview of [how to complain about health or social care](#) on their website.

We would advise you to follow the service provider's complaints procedure in the first instance.