



CYNGOR IECHYD CYMUNED  
COMMUNITY HEALTH COUNCIL



## Independent Advocacy Service for NHS Complaints

Community Health Councils are independent statutory organisations that represent the interests of the patient and the public in the National Health Service. We are the independent NHS 'watchdog' in Wales concerned with all aspects of NHS care and treatment.

We provide a free and independent advocacy service that offers confidential support, advice and guidance for those wishing to make a complaint against the NHS.

Our Advocate will offer advice and support if you wish to make a complaint against any NHS provider.

Our aims are:

- To enable patients, carers and relatives to access information about their concerns and to offer advice on the options available
- To support patients to put forward their concerns and complaints to the organisation for investigation

The level of support will depend on each complainant's individual needs.

The service will be provided in a friendly, confidential and professional manner, encouraging the NHS to learn from your experiences and to improve services.

If you feel we could help you please contact the advocacy service:

Anglesey  
Conwy  
Gwynedd } 01248 679284

Denbighshire  
Flintshire  
Wrexham } 01978 356178