Are you unhappy with your care or treatment from the NHS

We might be able to help you.

POhWER
advocacy, making your voice heard
Are you unhappy with your care or treatment from the NHS?

Or are you unhappy about the care someone else has had or is having.

Do you want to complain and get things put right?

We are here to help.

Who are we? We are an advocacy charity.

Advocacy is speaking up about something you think is important or you want to change.
What we can do.

We can help you to complain about a NHS service. A complaint is when you tell someone you are unhappy about something that is to do with them or their fault.

What we do.
Our advocate will listen to what you have to say. An advocate is a person who speaks up for you or helps you speak up for yourself.

We can help you make a complaint about the NHS.

If we can’t help you, we will tell you if we think someone else can.

We will tell you all about how to complain and what will happen.
What we can not do.

- Get staff sacked.
- Help you complain about things that happened over a year ago unless you have a good reason.
- Help with care from someone else, not the NHS.
- Give you advice about the law or help you take a problem to court. Or give advice about your health.
- Help you get money if something was wrong.
Find out more

You can get the full Easy Read step by step guide to making a NHS complaint from our website www.pohwer.net

Call our Information and Advice Centre on 0300 456 2370 charged at a local rate.

POhWER, PO Box 14043, Birmingham B6 9BL

Skype
pohwer.advocacy
8am to 6pm Monday to Friday

Minicom
0300 456 2364
Text the word ‘pohwer’ with your name and number to 81025

Email us at
pohwer@pohweradvocacy.net

Fax us on
0300 456 2365

We can provide leaflets different ways
DVD or Audio

Braille or different languages