

SEAP ICAS Offices

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South East Regional Office

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Tel: 01424 437491
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Trowbridge

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South West Regional Office

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For initial enquiries please contact

South East 0845 600 8616

Hampshire and Surrey
Berkshire, Oxfordshire and Buckinghamshire
East Sussex, West Sussex and Kent

South West 0845 120 3782

Devon and Cornwall
Dorset and Somerset
Avon, Gloucestershire and Wiltshire

All telephone calls to the 0845 numbers are charged at local rate.

Website: www.seap.org.uk/icas

Minicom:

South East region 01424 457601

South West region 01225 762694



The Independent Complaints
Advocacy Service (ICAS) in the
South East and South West is
provided by SEAP

Registered Charity No: 1080679

Company No: 3963421

icas

Independent Complaints
Advocacy Service

Supporting Your Voice in the NHS



What is ICAS?

ICAS stands for the Independent Complaints Advocacy Service. We can help if you feel you have not had the service you expect from the National Health Service (NHS) and want to complain.

ICAS is

- free
- independent
- confidential

Meeting your needs and speaking your language

We can provide information about our service in a number of languages and adapt the way we communicate with you - depending on your needs. For example, we can use Braille, large print or audio formats.

Please let us know what your particular needs are and we will do our best to help.

ICAS can:

- ✓ generally support you with your NHS complaint
- ✓ provide a self-help pack so you can deal with your own complaint
- ✓ put you in touch with other people who can help you
- ✓ involve an interpreter or a translator if you need one
- ✓ meet you in a place where you feel comfortable if you're not able to visit our office or speak on the phone

ICAS cannot:

- ✗ help you to claim compensation
- ✗ get an NHS employee disciplined
- ✗ give legal advice
- ✗ help you with complaints about private medical treatment
- ✗ give medical advice
- ✗ investigate complaints

An experienced worker, known as an Advocate, can help and support you to make your complaint. ICAS Advocates cannot support you with matters outside of the NHS complaints procedure.

Advocates can:

- ✓ help you write letters to the right people
- ✓ prepare you for and go to meetings with you
- ✓ give you an opportunity to speak confidentially to someone who is independent of the NHS
- ✓ help you to explore your options at every stage of the complaint
- ✓ answer questions to help you make decisions
- ✓ act on your direction rather than the wishes of others