

About ICAS in Brighton and Hove

ICAS is provided by Brighton and Hove Impetus:

We provide advocacy support in partnership with five other local voluntary organisations:

Mind in Brighton and Hove; Sussex Interpreting Services (S.I.S.); Age UK Brighton and Hove; MindOut; and Speak Out.

This means we can provide specialist support as needed.

How to Contact Us:

Telephone

01273 229002

Or email

info@bh-icas.org



Brighton and Hove



Independent Complaints
Advocacy Service

Do you need help to make a complaint about your or someone else's NHS treatment?

- **Free**
- **Confidential**
- **Independent**



What is ICAS?

Brighton and Hove Independent Complaints Advocacy Service (ICAS) is a free and independent service to help Brighton and Hove residents make a complaint about care or treatment provided by the NHS.

Our trained Advocates will support you to understand whether you wish to make a complaint and provide you with the support you may need to make your complaint.

Can I get support?

ICAS can only support you if:

- Your complaint is about services provided or funded by the NHS
- You are a resident of Brighton and Hove

How can ICAS help?

ICAS can help you lodge a formal complaint about NHS care or treatment.

Support from an ICAS Advocate

Your ICAS advocate will listen to you and help you to decide if you want support to make a complaint.

Your Advocate will be able to give you information about the different ways you can make a complaint about NHS services.

Your Advocate can also help you to think about what you would like to achieve from a complaint.

ICAS Advocates can:

- Help you with writing letters or write a letter on your behalf
- Explain what to expect at meetings and accompany you to meetings
- Contact and speak to people within the health services on your behalf

ICAS Advocates cannot:

- Help you to seek financial compensation
- Help you with issues outside the NHS complaints procedure