



iCAT

bradford
& district

**Independent
Complaints Advocacy
Team**



Independent Complaints Advocacy Team

Who we are:

ICAT are a team of three advocates who provide support and information around raising concerns and complaints about care and treatment received by the NHS. We are completely independent of NHS and provide impartial information, acting under your direction for your wishes.

What we can do:

- generally support you with your NHS complaint.
- Give you opportunity to speak to someone who is independent of the NHS in confidence.
- provide self-help information so you can manage your own complaint.
- put you in touch with the right people to make your complaint to.
- help you get interpreting services if you need them.
- prepare letters for you.
- prepare for and attend meetings with you.

- explain and explore different options available to you at each stage of the complaint
- speak to people on your behalf where necessary .

What we cannot do:

- offer advice - financial, medical, legal or any other kind.
- make decisions for you.
- help claim financial compensation.
- get an NHS employee disciplined.
- undertake investigations around complaints.

For further information or to request support , contact:

Andrea Beever, ICAT Co-ordinator - 01274 750784