Information NOW
Information for people in Newcastle upon Tyne

Newcastle NHS Independent Complaints Advocacy (NHS ICA)

NHS Independent Complaints Advocacy (ICA) can help if you feel you have not had the service you expect from the National Health Service (NHS) and want to complain. An NHS complaint might include something that happened during care or treatment at:

- the hospital
- your General Practitioner (GP)
- the dentist
- the pharmacist
- the optician
- an NHS funded care home
- any other **NHS funded service** even if delivered in the private sector

Contact Your local Newcastle NHS ICA (Your Voice Counts in Newcastle) for more information or to

- request a Self Help Information Pack to help you make a complaint,
- or you want an Advocate to help you make an NHS complaint

NHS ICA Advocates will help you explore your options at every stage of the complaints process and give you the information that can help you to decide what to do. They can support by helping you to:

- write letters
- prepare for meetings and go with you
- answer questions to help you make decisions
- understand what to expect from the NHS Complaints Process

Contact them to arrange an appointment with an advocates. They can meet you at a location in the community.

Your Voice Counts is commissioned to provide this service.

Last updated: January 27, 2025

Telephone: 0191 478 6472

Telephone note: All enquiries

Website: https://www.yvc.org.uk/nhsica

Email: nhsadvocacy@yvc.org.uk

Opening Hours: Monday to Friday 9am to 5pm

Cost: Free

Address:
NHS Complaints Advocacy (Your Voice Counts)
Mulgrave Terrace
14-16 Greenesfield Business Centre
Gateshead
NE8 1PQ

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