How to contact us

**SEAP ICAS Offices**

**Cornwall, Devon and Dorset**
17 Dean Street, Liskeard, Cornwall
PL14 4AB
tel: 0330 440 9003
fax: 01579 346720
email: liskeard.office@seap.org.uk

**Somerset, Wiltshire and Glos**
Unit 3, Premier House, Willowside Park,
Canal Road, Trowbridge, Wiltshire
BA14 8RH
tel: 0330 440 9002
fax: 01225 762681
email: trowbridge.office@seap.org.uk

**Hampshire, Isle of Wight, Berkshire**
**Oxfordshire and Buckinghamshire**
1st Floor Rear, Clarendon House,
9-11 Church Street, Basingstoke,
Hampshire RG21 7QG
tel: 0330 440 9001
fax: 01256 463759
email: basingstoke.office@seap.org.uk

**East & West Sussex, Surrey and Kent**
7th Floor, Cavendish House,
Breeds Place, Hastings, East Sussex
TN34 3AA
tel: 0330 440 9000
fax: 01424 204687
email: hastings.office@seap.org.uk

**Minicom:**
South East region: 01424 457601
South West region: 01225 762694

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The Independent Complaints Advocacy Service (ICAS) in the South of England is provided by:

**SEAP, 7th Floor, Cavendish House, Breeds Place, Hastings, East Sussex**
TN34 3AA

Registered Charity No: 1080679
Registered Company No: 3963421

www.seap.org.uk/icas

This leaflet is available in other languages and other formats on request.
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