

## SEAP ICAS Offices

### Aylesbury

Kingfisher Exchange  
3rd Floor  
Kingfisher House  
Walton Street  
Aylesbury  
HP21 7AY

Tel: 01296 468170  
Fax: 01296 468171  
aylesbury.icas@seap.org.uk

### Basingstoke

1st Floor Rear  
Clarendon House  
9-11 Church Street  
Basingstoke  
Hampshire  
RG21 7QG

Tel: 01256 463758  
Fax: 01256 463759  
basingstoke.icas@seap.org.uk

### Tunbridge Wells

Ground Floor  
7 Vale Avenue  
Tunbridge Wells  
TN1 1DJ

Tel: 01892 540490  
Fax: 01892 548057  
tunbridgew.icas@seap.org.uk

### South East Regional Office

18, Wellington Square  
Hastings  
East Sussex  
TN34 1PB

Tel: 01424 437491  
Fax: 01424 429163  
southeast.icas@seap.org.uk

### Liskeard

17 Dean Street  
Liskeard  
Cornwall  
PL14 4AB

Tel: 01579 345193  
Fax: 01579 346720  
liskeard.icas@seap.org.uk

### Taunton

2nd Floor  
Victoria House  
Victoria Street  
Taunton  
Somerset  
TA1 3JA

Tel: 01823 275037  
Fax: 01823 275016  
taunton.icas@seap.org.uk

### Trowbridge

Unit 3, Premier House  
Willowside Park  
Canal Road  
Trowbridge  
Wiltshire  
BA14 8RH

Tel: 01225 762723  
Fax: 01225 762681  
trowbridge.icas@seap.org.uk

### South West Regional Office

Unit 3, Premier House  
Willowside Park  
Canal Road  
Trowbridge  
Wiltshire  
BA14 8RH

Tel: 01225 762630  
Fax: 01225 762681  
southwest.icas@seap.org.uk

For initial enquiries please contact

**South East 0845 600 8616**

Hampshire, Surrey, Bournemouth,  
Poole and Isle of Wight  
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](http://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