

Social Care Complaints Advocacy Consent Form



To allow us to support you with your complaint we need signed permission from **You and the Service User** (person receiving/has received care and support), where you are complaining on behalf of another person.

This will allow us to act on your behalf and receive all relevant information about the complaint.

Communications between you and **The Advocacy People** are confidential. We will not divulge any information without your permission unless disclosure is required or permitted by law, e.g.

- you tell us something which leads us to believe you or someone else may be at risk of serious harm or abuse or committing a serious criminal offence
- where there is a court order for disclosure
- where we would be breaking the law by failing to disclose.

0 Office Use Only

Case reference

Date consent received

1 Your Details (as the complainant, requesting advocacy support)

Full name

Date of Birth

Address

Postcode

Are you making the complaint for:

Yourself

Someone else

2 Service User Details (required if you are making the complaint on behalf of someone else)

Full name

Date of Birth

Your relationship to the person

Is the person capable of giving consent?

Yes

No

If no, please explain why not (e.g. deceased, lacks capacity, etc.)

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3 Signatures

You must provide a handwritten signature.

You can use a digitally drawn signature or print, sign and scan (clear photos are acceptable)
Return this form to:

info@theadvocacypeople.org.uk

or

The Advocacy People

PO Box 375, Hastings

East Sussex

TN34 9HU

Complainant Signature

Date of Signature

Service User Signature (if applicable)

Date of Signature

By requesting advocacy support, you give consent to **The Advocacy People** sharing information, as required for the purposes of providing the service. For more information on our Privacy Policy, please ask your advocate or go to www.theadvocacypeople.org.uk. If you live in Bristol, your case will be passed to **The Care Forum** who deliver this service on behalf of **The Advocacy People**.

Information Sharing

By requesting advocacy support, you give consent to **The Advocacy People** sharing information, as required for the purposes of providing the service. For more information on our Privacy Policy, please ask your advocate or go to www.theadvocacypeople.org.uk/privacy

Confidentiality

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Data Protection

All records are held by **The Advocacy People** in accordance with current Data Protection legislation and we follow standard security procedures to protect your data. Please be aware you have the right to see the records **The Advocacy People** hold about you and to be supported to have access to these.