

A flowchart to help you raise a human rights issue

 **What is the issue?**

Is an absolute right (e.g. the right to be free from inhuman treatment) at risk?

Yes

No

Is a non-absolute right (e.g. the right to liberty or family life) at risk?

Yes

Is the restriction lawful, legitimate and proportionate?

No

Raise it informally with the staff. Did they fix the problem?

No

Raise it formally e.g. write a letter to the hospital. Did they fix the problem?

No

Escalate it to next-level management or ask for a meeting. Did they fix the problem?

No

 **TAKE ACTION**

- Make a complaint with PALS
- Contact the Ombudsman
- Contact the CQC
- Seek legal advice