



Using Human Rights

A toolkit to advocate for your Human Rights



Co-produced with

The British Institute of **Human Rights**

Making sure your rights are respected



If you think your rights are not being respected by a public official, there are steps you can take.



Step 1: Firstly, you can talk to the public official by saying “I do not think you thought about my rights.”



You can ask: “When you made this decision, did you think if it was lawful and the least restrictive for my life? Did you think about all the other options?”



You can also say “I have another idea about how this can work. I would prefer...”



Step 2: If they do not listen to you, you can ask “I would like a meeting to talk about my rights.”



You can ask someone you trust to help you with step 1 and step 2.



If you need more help, you can talk to Mencap which is a helpline for people with a learning disability. You can call them on 0808 808 1111.



Step 3: If you are still not being listened to, you can ask “How do I make a complaint? I would like to see your complaints policy and process.”

Parliamentary
and Health Service
Ombudsman



Step 4: If your complaint doesn't work, you could go to the ombudsman.



An ombudsman is someone who deals with complaints about organisations. It is free to talk to an ombudsman.



You can click here to go to the website for the ombudsman which is right for you.



You could also contact the Healthcare Inspectorate Wales and ask them to investigate.



The Healthcare Inspectorate Wales can investigate any concerns you have about your care or treatment.



You can click here to go to the care quality commission's website.



If you think a crime has been committed, or if you are in immediate danger, call the police using 999.