



Norfolk Community Health and Care **NHS**
NHS Trust

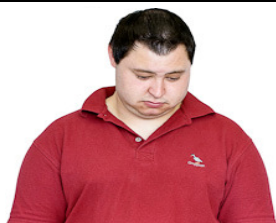
We want to make sure that our services offer you the best healthcare.



We would like to hear from you any good things about your care. (A compliment)



We would like to hear from you when you are unhappy about your care. (A complaint)



Telling us about something bad that has happened to you will not affect the care you get.



You have up to 12 months to tell us about what has happened.



You can speak to any member of staff

Or



Contact the Complaints Officer
Amanda Mitchell



You can ring Amanda on 01603 697381 or on
01603 693630



Or By Email

Complaints@nchc.nhs.uk



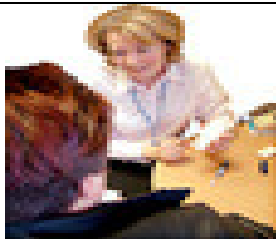
Or write a letter to

The Complaints Officer
Norfolk Community Health & Care NHS Trust
Elliot House
130 Ber Street
Norwich NR1 3FR

What happens after the complaint is made?



We will let you know that we got your complaint within 3 working days



We will look at what has happened.

We will be available to talk to you about it



We will tell you what we are doing about your complaint and how long it will take.



We will try to give you an answer to your complaint within 25 days.

If it takes longer we will contact you.



If you are unhappy with our answer please tell us so we can look at it again.



If you are still unhappy with our answer you can contact the Ombudsman who will look at your complaint.



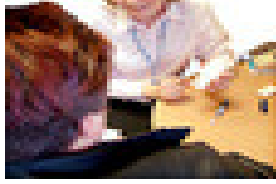
You can write to

The Parliamentary and Health Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP



Or by telephone

0345 0154033



You can have more help and support to discuss your care.



Please contact our PALS Office



By Telephone :
Freephone 0800 088 4449



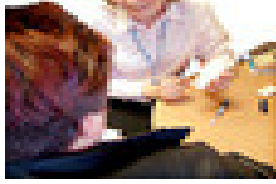
By Email:

pals@nchc.nhs.uk



You can write to

PALS Office
Norwich Community Health and Care NHS
Trust
Elliott House
130 Ber St
Norwich
NR1 3FR



If you would like support to make a complaint



Please contact:
NHS Complaints Advocacy
(POhWER)
By Telephone :
0300 4562370



You can write to
NHS Complaints Advocacy
POhWER
PO Box 14043
Birmingham
B6 9BL