

Comments Form

Please write your comments, compliments or suggestions in the box below and post it to the Complaints and Board Governance Officer at the address in this leaflet.

Service Used / Location:

.....

Name:

Address:

.....

Tel No:

Email:

Contact numbers and addresses:

Complaints and Board Governance

Officer:

NCH&C NHS Trust
Woodlands House, Norwich Community
Hospital, Bowthorpe Road,
Norwich NR2 3TU
Tel: 01603 697381
Email: complaints@nchc.nhs.uk

Patient Advice and Liaison Service:

PALS
Woodlands House, Norwich Community
Hospital, Bowthorpe Road,
Norwich NR2 3TU
Tel: 0800 088 4449
Email: pals@nchc.nhs.uk

POhWER:

If you would like help with making your complaint, you can contact the NHS Complaints Advocacy (POhWER). This is a free service and completely confidential.
PO Box 14043
Birmingham B6 9BL
Tel: 0300 456 2370
(charged at local rate)

Email: pohwer@pohwer.net

Website: www.pohwer.net



If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please contact 0800 088 4449 and we will do our best to help.



Norfolk Community
Health and Care
NHS Trust

Comments Complaints Compliments

How to comment about
the services we offer

LOOKING AFTER YOU LOCALLY

Introduction

As part of our aim to continuously improve the quality of services, we need to know what you think about the services that we provide. We want to hear about any compliments, comments or complaints so we can take action to make sure we get things right. This leaflet will answer any questions that you might have about how to comment or complain, and help to make talking to us easier.

Comments and Compliments

Any comments you may have about the services provided by Norfolk Community Health and Care NHS Trust (the Trust) can be made by talking to someone, in writing or electronically. They may be addressed to a staff member you are in contact with, or may be sent to the Patient Advice and Liaison Service (PALS) at the address overleaf.

Complaints

The Trust aims to deal with all complaints efficiently and ensure they are properly investigated. You will be treated with respect and courtesy and will receive a timely and appropriate response which will include the outcome of the investigation and actions taken or recommendations made as a result of the complaint.

If you have a complaint about **any part** of the service provided by the Trust, then you should, if possible, raise it immediately with the staff who are directly involved. We can then try to put things

right straight away. This is called **Local Resolution**.

If you are unable to do this, or would prefer not to, you can either:

- Telephone **01603 697381** and ask to speak to the Complaints and Board Governance Officer,
- Email the Complaints and Board Governance Officer, or
- Write to Norfolk Community Health and Care NHS Trust at the address overleaf. You can use this form if you wish, and affix additional sheets if you need more space.

Please be assured that making a complaint **will not** adversely affect any care or treatment you may be receiving, and information about your complaint will not be filed in your medical records. All complaints are dealt with in the strictest confidence.

Complaints will be dealt with in line with the Local Authority Social Care and NHS Complaints (England) Regulations 2009.

Who can make a complaint?

Any person who has received a service from, or is affected by a decision made by, the Trust may make a complaint. The patient's consent is required when a complaint is made on behalf of someone else.

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Is there a time limit?

Complaints must be made within 12 months of:

- a) the date on which the subject of the complaint occurred, or
- b) the date on which the subject of the complaint came to the notice of the person making the complaint.

Receipt of each complaint will be acknowledged within three working days after the complaint is received. You will be advised how your complaint will be handled and will be offered the opportunity to discuss the handling of your complaint.

When will I receive a response?

The Local Authority Social Care and NHS Complaints (England) Regulations 2009 do not set down a response time for complaints. However, the Trust aims to respond to complaints as soon as possible. In most cases this will be within 25 working days. When this is not possible, the Complaints Officer will discuss the expected time-scale with you.

What happens if I am not happy with the response to my complaint?

If you are unhappy with the response to your complaint you may ask us to look at the matter again, or you have the right to ask the Parliamentary and Health Service Ombudsman to review your case.

Please remember

We also like to know when we get it right - so don't forget to let us know what you particularly like about our services!