

## For further information contact:

Patient Advice and Liaison Service (PALS). This is a non-independent service provided by the Trust. Norfolk and Suffolk NHS Foundation Trust, Hellesdon Hospital, Drayton High Road, Norwich, Norfolk NR6 5BE

Telephone: 01603 421191  
Freephone: 0800 279 7257  
Email: [PALS@nsft.nhs.uk](mailto:PALS@nsft.nhs.uk)

### Norfolk residents:

NHS Complaints Advocacy Service  
(provided by POHWER)  
Unit 26A, E Space North, 181 Wisbech Road,  
Littleport, Ely, Cambridgeshire, CB6 1RA

Telephone: 0300 456 2370 Fax: 0300 456 2365  
Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

### Suffolk residents:

NHS Complaints Advocacy Service  
(provided by Voiceability)  
Total Voice Suffolk, Westbury House,  
630 Woodbridge Road, Ipswich, Suffolk, IP4 4PG

Telephone: 0300 330 5454 Fax: 0330 088 3762  
Email: [tvspartnership@voiceability.org](mailto:tvspartnership@voiceability.org)



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

Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social and economic status.

(Please tick)

Complaint  Suggestion  Compliment

(Please print)

Please write here:  
(Please attach further pages if required)

Please write here:  
(Please attach further pages if required)

If making a complaint, what would you like to happen as a result of your contact with us?

Your name:

Date of birth:

Address:

Telephone:

Date:

# Help us to help you

How to complain,  
make suggestions  
or compliment us.

# Suggestions, compliments or complaints

Norfolk and Suffolk NHS Foundation Trust values your feedback and can use it when considering changes to services.

## How to make a suggestion or compliment

If you would like to make a suggestion or give a compliment about the service you have experienced, we would be happy to hear from you.

## How to make a complaint

We recognise that things may not always go as you would expect or like them to and when that happens we want to hear about it.

Whatever your concern is, it will be treated confidentially and sensitively. We assure you that making a complaint will not adversely affect the care you receive, or the care of the service user you are acting on behalf of.

- If something happens which causes you concern, we would like to try and put it right straight away. Please speak with the service or team staff first. They will make every effort to address your concerns and sort out any problems
- If you feel unable to raise your concern with the service or team staff, or if you feel your concern has not been resolved satisfactorily, you can register a complaint with the team manager, or contact the complaints team

## The complaints team may be contacted at:

Complaints Team  
Norfolk and Suffolk NHS Foundation Trust  
Hellesdon Hospital  
Drayton High Road  
Norwich  
Norfolk NR6 5BE

Telephone: 01603 421486  
Email: [complaints@nsft.nhs.uk](mailto:complaints@nsft.nhs.uk)

If you are making a complaint on behalf of somebody else, the Trust will usually need the consent of that person agreeing to you acting on their behalf.

If you, or a patient on whose behalf you are complaining, has been detained under the Mental Health Act, you may also contact the Care Quality Commission to register your concern.

## The Care Quality Commission may be contacted at:

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161  
Fax: 03000 616171  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Your complaint can be made in person, by telephone, email or in writing. Should you wish to make a complaint in person please call 01603 421486 to arrange an appointment.

A complaint must usually be made within 12 months of the date on which the matter occurred or came to the attention of the complainant. Discretion may be applied to complaints made outside this period, where there are special circumstances.

Should you require support in making your complaint, there are some free advice services which may be able to help. Contact details are provided on the back of this leaflet.

You can also discuss your concerns with your local Healthwatch service:

## Norfolk residents:

Healthwatch Norfolk  
The Business Base Ltd  
Rowan House  
28 Queens Road  
Hethersett  
Norwich  
Norfolk NR9 3BD

Telephone: 01603 813904  
Email: [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)

## Suffolk residents:

Healthwatch Suffolk  
12 - 13 Norfolk House  
Williamsport Way  
Needham Market  
Suffolk IP6 8RW

Telephone: 01449 703949  
Email: [info@healthwatchesuffolk.co.uk](mailto:info@healthwatchesuffolk.co.uk)

## Our standards for dealing with complaints:

### We will:

- Acknowledge your complaint within three working days of receipt
- Arrange for an appropriate investigation of your concerns
- Offer to discuss your complaint with you
- Inform you of the investigation process and likely timeframe
- Keep you informed of progress
- Provide you with a clear and detailed response

If you are still unhappy after receiving a response from the Trust, we ask that you tell us so that we can review the matter in order to address your remaining concerns.

Following the Trust's response, you have the right to ask the Parliamentary and Health Service Ombudsman to review your complaint. You should do this within six months of receiving the Trust's final response.

## The Ombudsman may be contacted at:

Millbank Tower, Millbank, London SW1P 4QP  
Telephone: 0345 015 4033

## Data Protection

Under the Data Protection Act we have a legal duty to protect any information you give us and we will comply with the Data Protection Act at all times.

Information relating to a complaint is held separately from an individual's health record, unless there is a clinical need for the complaint information to be included.