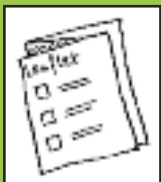


# How to complain, do something differently, or tell us we have done well



EasyRead version of  
**Help us to help you**  
- **How to complain,**  
**make suggestions**  
**or compliment us**

your wellbeing in mind

A stylized white tree logo with many leaves, positioned below the text 'your wellbeing in mind'.

# How to make a complaint



Making a complaint will not affect the care you get.



If something happens that you are worried about please tell us about it as soon as possible, we will try to put it right straight away.



Speak to any member of staff.



You can complain up to 12 months after something happened, or longer if there is a special reason.



You can make a complaint for someone else, but we usually need to check they want you to do this for them.

If you do not want to talk to staff or feel they have not sorted out the problem please speak to the team manager or get in touch with the complaints team:



Write to:

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



Or call:

**01603 421421**



Email:

**[complaints@nsft.nhs.uk](mailto:complaints@nsft.nhs.uk)**



If you are getting care under the Mental Health Act you can also complain to the Care Quality Commission (CQC).



Write to:

**Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**



Telephone:

**03000 616161**



Email:

**[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**



To get more help see the list at the end of this leaflet.

# What happens after you have made a complaint?

We will:



let you know we have got your complaint within 3 working days



look at what happened



be available to talk to you about it

tell you what we are doing and how long it will take



keep you up to date with what is happening

give you a clear answer

# What to do if you are still unhappy



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



If you are still unhappy you can also ask the Ombudsman to look at your complaint.



Write to:  
**The Parliamentary and  
Health Ombudsman,  
Millbank Tower,  
Millbank,  
London  
SW1P 4QP**



Call:  
**0345 015 4033**

## Your information



We will keep your information private and separate from your health records.



We may need to look at your health records to look at your complaint.

You can tell us you do not want us to look at your health records but that might make looking into your complaint very difficult.

## Doing something differently, or telling us we have done well



If you have an idea of how we could do something better please do let us know.



We also like to hear the good things about services, so please tell us if you have good things to say.

We use this information when we make changes to our services.



Write to: **The Patient Safety and  
Complaints Team  
Norfolk and Suffolk  
NHS Foundation Trust  
Hellesdon Hospital  
Drayton High Road  
Norwich, Norfolk  
NR6 5BE**



Call: **01603 421421**



Email: **[PALs@nsft.nhs.uk](mailto:PALs@nsft.nhs.uk)**



# For help and support to make a complaint



If you would like help to make a complaint or information in another format please get in touch:



Write to: **Patients' Advice and Liaison Service (PALS)  
Norfolk and Suffolk  
NHS Foundation Trust  
Hellesdon Hospital  
Drayton High Road  
Norwich  
NR6 5BE**



Call: **01603 421 191**

Freephone: **0800 279 7257**



Email: **PALS@nsft.nhs.uk**

# For support to make a complaint

## If you live in Norfolk:



Write to: **NHS Complaints Advocacy Service (provided by POhWER)**  
**Unit 26A**  
**E Space North**  
**181 Wisbech Road**  
**Littleport**  
**Ely**  
**Cambridgeshire CB6 1RA**



Call: **0300 456 2370**



Email: **pohwer@pohwer.net**

## If you live in Suffolk:



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



Call: **0300 330 5454**



Email: **tvspartnership@voiceability.org**

# You can also talk to your local Healthwatch Service

## If you live in Norfolk:



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



Call: **01603 813904**



Email: **enquiries@healthwatchnorfolk.co.uk**

## If you live in Suffolk:



Write to: **Healthwatch Suffolk**  
**12-13 Norfolk House**  
**Williamsport Way**  
**Needham Market**  
**Suffolk**  
**IP6 8RW**



Call: **01449 703949**



Email: **info@healthwatchesuffolk.co.uk**

Complaint    Suggestion    Compliment

(Please tick)

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Your name (Please print)

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Address

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Telephone number

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Date

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