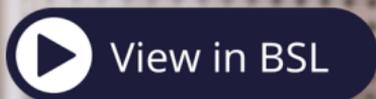


Do you have an NHS complaint?



NHS Complaints Advocacy Service

If you are unhappy with the care and treatment of an NHS service you can make a complaint.

Our NHS Complaints Advocates can help you to do this.

Our NHS Complaints Advocacy Service is:

- Free
- Independent
- Confidential



An NHS Complaints Advocate will:

- listen to your concerns
- support you to make a complaint about care and treatment provided or funded by the NHS
- answer any questions about the complaints procedure and explain your options
- provide information and self help tools
- work with you and provide you with as much or as little support as you need
- signpost you to other local support services.

An NHS Complaints Advocate cannot help with legal matters or compensation claims.



Contact Us



Email: nhscomplaints@pohwer.net



Telephone: 0300 456 2370

(charged at local rate)

Speech to Text via Relay UK:

www.relayuk.bt.com



Text SMS: send the word 'pohwer' with your name and number to 81025



Post: PO Box 17943, Birmingham, B9 9PB



Website: www.pohwer.net/norfolk - Referral forms can be downloaded from here.



For Deaf Advocacy support including support in BSL please contact RAD:



Online referral at:

royaldeaf.org.uk/make-a-referral



Send a BSL video or email to:

advocacy@royaldeaf.org.uk



Text SMS: 07851 423866



Telephone: 0300 688 2525

Access to information

- We provide leaflets and information in a variety of languages and formats including large print, Easy Read, audio, and video
- We have access to translation and interpreting services including BSL
- We use communication toolkits and Makaton



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