

# **Pastoral Care Worker Information**

## **NHS Complaints Advocacy**

### **Do you want to complain about health care for yourself or on behalf of another?**

**Unhappy with the service you or someone you know has received from the NHS?**

The NHS Complaints Advocacy service is here to help you if you are unhappy with the service you have received from the NHS, including services or treatment provided by a doctor, dentist, hospital, ambulance service, pharmacist, optician or mental health service.

The NHS Complaints Advocacy service is free, confidential and independent of the NHS.

In Norfolk, the NHS Complaints Advocacy service is provided by a partnership of [Age UK Norfolk](#), [Equal Lives](#), [Norfolk RCC](#) and [POhWER](#). Our advocates can help you to make a complaint and support you through the NHS complaints process. This can include explaining your options and supporting you with things like writing a complaint letter, attending a complaint meeting or signposting to other organisations if appropriate. You can also make an NHS complaint on someone else's behalf.

Whilst many of us don't like complaining, the complaints process is not only a way of resolving issues you or those close to you have faced but it is also an important way to help improve the NHS care in Norfolk.

**To talk to one of our team call 0300 456 2370 or visit <http://www.pohwer.net/our-services/nhs-complaints-advocacy> for more information about the service.**