

# Advocacy in Norfolk

Do you need help to make a complaint about your NHS services?



We are here to help you when you need us, contact us and we can talk to you about the best way for you to make a complaint about your NHS service, treatment or care.

Many people only need some initial guidance and support, our self help tools are designed to answer your questions, and our step by step guide explains the process.

For information about our service contact us on  
**0300 456 2370**

or see the back of this flyer for more details of how to contact us.



This service is **free, independent and confidential**

Registered Charity No. 1061543

Company No. 3323040



## How can we help?

Contact us on 0300 456 2370 where one of our information officers will talk to you about your complaint and discuss your options.

They will talk to you about what you would like to happen with your complaint and how you would like it to be resolved.

If it is agreed that you need support from one of our advocates, they will refer you to a member of the team who will talk to you about your options and how we can support you.

The advocate can help you to understand the NHS complaint procedure and help you to write letters and attend meetings with you and the NHS.

## How to contact us

Telephone: 0300 456 2370 (charged at local rate)

Minicom: 0300 456 2364

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

Email : [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Skype: [pohwer.advocacy](https://www.skype.com/name/pohwer.advocacy) (8am – 6pm Monday – Friday)

Fax: 0300 456 2365

Post : Write to us at POhWER, PO Box 14043, Birmingham B6 9BL

For more information, visit our website at [www.pohwer.net](http://www.pohwer.net)