

Can I get help and support with making my complaint?

Yes. An organisation called POhWER can provide you with support and advocacy.



You can contact POhWER by phone on 0300 020 0093 or email yourvoiceyourchoice@pohwer.net

What if I not satisfied with my response?

If you are unhappy with the response to your complaint you should contact the service directly to see if they can look into the case further or you have the right to take your complaint to the Health Service Ombudsman.

There are time limits for taking a complaint to the Ombudsman, although they can waive them if there is a good reason to do so.

You can contact their helpline on 0345 015 4033 or phso.enquiries@ombudsman.org.uk

Further information is available at www.ombudsman.org.uk.

Contact us...

Patient Experience Team

0800 183 0456

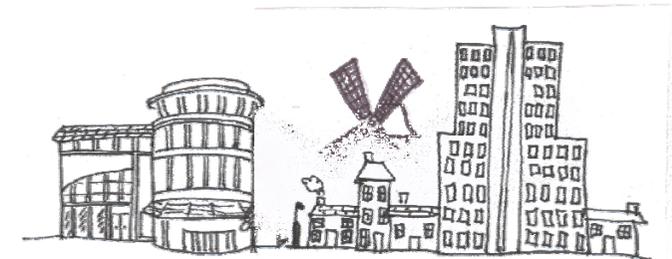
0115 8839570

patientexperienceteam@nottinghamcity.nhs.uk

www.nottinghamcity.nhs.uk

Unhappy with the service you have received ?

How to make a complaint about an NHS service in Nottingham city



Making a complaint is one way that helps our organisation learn lessons from mistakes and to prevent them happening to anyone else.

How can I make a complaint?

You can make a complaint in writing, by email, over the telephone or in person. Your complaint should be made as soon as possible and at the most within a year of the event that you are complaining about or you realising that you have something to complain about. You can make a complaint on your own or on behalf of someone else with their permission.

What will happen once I make my complaint?

Complaints are dealt with in a manner that is proportionate and appropriate to the issues raised. Your complaint will be investigated and the NHS organisation responsible will aim to resolve your concerns and where needed take action to prevent the problem from happening again.

Is it confidential?

Your right to confidentiality will be respected throughout the investigation. However, there may be times when we need to share information without your consent for example to protect children and vulnerable adults.

Who should I contact with my complaint.....

**If your complaint is about a
Doctor (GP), Dentist, Pharmacist or
Optician...**

You can either contact the service
directly or
NHS England
Customer Contact Centre
0300 311 22 33
england.contactus@nhs.net

NHS Services in Nottinghamshire

County contact

PALS

0800 028 3693

Press 1 for the North (Mansfield and
Ashfield, Newark and Sherwood) and 2 for
the South (Nottingham North and East,
Nottingham West and Rushcliffe).

**If your complaint is about any other
NHS**

Service in Nottingham City

contact our

Patient Experience Team

0115 8839570

patientexperienceteam@nottinghamcity.nhs.uk

**If you are unsure about who to contact
you can also give the team a call
for advice.**

