

## NHS Complaints Advocacy

Problems with the care and/or treatment provided by the National Health Service (NHS)?

**We may be able to help you.**

### How to contact us

☎ Telephone - 0300 200 0084 (charged at local rate)

☎ Minicom - 0300 456 2364

abc Text - send the word 'pohwer' with your name and number to 81025

@ Email - pohwer@pohwer.net  
Skype - pohwer.advocacy (8am to 6pm Monday to Friday)

☎ Fax - 0300 456 2365

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

Your local POhWER advocate can help you navigate the complaints process, help with letter writing and attend a meeting about your complaint if required.

Registered Charity Number – 1061543  
Company Number - 3323040

This report can also be made available upon request in Braille, audio cassette, large print or in other languages.

#### Chinese

此份單張備有中文譯本，請垂詢索取

#### Kurdish Sorani

شیدیروک ی نامز هب هی هوارک و آل ب مه ئی تئیرن اوته ده  
یراک اواد ره سه ل تئیرک ب ره به ته سه ده

#### Lithuanian

Paprašius, šį lankstinuką galima gauti ir lietuvių kalba.

#### Polish

Niniejszy dokument może być na życzenie dostępny w języku polskim.

#### Portuguese

Este folheto também pode estar disponível, sob pedido, em português.

#### Russian

Эту брошюру можно также получить по желанию на Русском языке.



Reference number: 2013/19

Review date: Jan 2016

## What happens when you make a complaint

**Firstly, we would like to apologise that you have felt the need to complain about the services that you or your friends/families have received.**

Lincolnshire Community Health Services NHS Trust takes all complaints very seriously and will investigate your concerns in line with the NHS Complaints Regulations 2009.

**What happens when we receive your complaint?**

- You will receive an acknowledgement within three working days.
- This will be by a phone call from the Complaint Team followed by a letter confirming who will be investigating your complaint.
- You will then receive a phone call from the investigating officer. They will introduce themselves to you and talk through the key elements of the complaint.
- The investigating officer will then compose a complaint plan based on your discussion with them, or if you would prefer they will commence the investigation from your original complaint letter.
- The investigating officer will then commence the investigation and a response will be sent to you within the agreed timescale.

**The Response**

- You will be given the option to receive your response either by letter or through a meeting. The meeting can be at your home or an NHS building.

**Consent**

- The NHS has a duty of confidentiality towards service users. If you would like to make a complaint on behalf of someone else, we would require consent from the service user.

**Keeping Informed**

- Whilst the Complaints Team will keep you fully informed throughout the investigation, if you have any queries or would like an update on how your complaint is progressing, please do not hesitate to contact the team at:

**Lincolnshire Community Health Services NHS Trust**

Beech House  
Witham Park  
Waterside South  
Lincoln  
Lincolnshire  
LN5 7JH

Tel: 01522 309752 Calls welcome via Text Relay

Email: LHNT.LINCSComplaints@nhs.net

[www.lincolnshirecommunityhealthservices.nhs.uk](http://www.lincolnshirecommunityhealthservices.nhs.uk)

**The Complaints Process**

