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**Contact Addresses:****Norwich Health Centre**

The Patient Liaison Officer  
Rouen House, Rouen Road  
Norwich  
NR1 1RB

Phone: 01603 677500

[nwicb.nhc.complimentsandcomplaints@nhs.net](mailto:nwicb.nhc.complimentsandcomplaints@nhs.net)

**NHS England**

Tel: 03003 112233

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**ICB**

Tel: 01603 595857

[nwicb.complaintsservice@nhs.net](mailto:nwicb.complaintsservice@nhs.net)

**NHS Complaints Advocacy service Norfolk**

POhWER

Tel: 0300 456 2370

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

**Health Watch Norfolk**

Tel: 0808 168 9669

[enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)

**The Parliamentary and Health Service Ombudsman**

Tel: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)



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# Making a Complaint

Norwich Health Centre and Walk-in Centre  
Rouen House, Rouen Road, Norwich, NR1 1RB

Services provided by Norfolk Primary Care on behalf of NHS Norfolk

Registered Office: Rouen House, Rouen Road, Norwich. NR1 1RB Registered No. 10714447



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We take complaints very seriously and have strict protocols in place to ensure we deal with complaints transparently, equitably, and thoroughly.

Our aim is to provide you with the appropriate redress and use the outcome of our findings to promote positive change.

This leaflet is your guide on how you can make a complaint and how we will deal with it.

We have a Patient Liaison Officer in place to assist you with the process and to answer any questions you have regarding your complaint.

#### How to make a complaint

You can make a complaint in the following ways:

By email: [nwicb.nhc.complimentsandcomplaints@nhs.net](mailto:nwicb.nhc.complimentsandcomplaints@nhs.net)

In writing: The Patient Liaison Officer, Norwich Health Centre, Rouen House, Rouen Road, Norwich, NR1 1RB

If you would prefer to talk to someone, please call reception on 01603 677500 so they can arrange for you to speak to the appropriate member of staff.

You can also compliment and comment and about our services via the same route.

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#### **Following receipt of your complaint we will:**

- Treat you with respect and courtesy
- Acknowledge your complaint within five days
- Deal with your complaint efficiently and investigate it properly
- Provide you with the outcome of the investigation into your complaint, usually within 28 days.
- Provide the health authority with an annual report about the complaints we have received. The report will include information about what actions have been taken or recommendations that have been made

If you are not satisfied with our response to your complaint you have the right to ask **The Parliamentary and Health Service Ombudsman** to undertake an independent review of your case.

#### **Complaining on behalf of someone else**

Please note that we abide to the strict rules of medical confidentiality. If you wish to complain on behalf of someone else, we must know that you have their permission to do so. Written, signed authorisation by the person concerned will be needed, unless they are incapable of providing this.

#### **Complainant Options**

In the event something has gone wrong, we hope that you can approach us in the first instance; if you feel you cannot raise your complaint with us, you may wish to contact NHS England or the Integrated Care Board as an alternative (contact details overleaf).

If you would like help with making your complaint you can contact the NHS Complaints Advocacy service in Norfolk – POhWER, or Health Watch Norfolk; details of how to do this can also be found overleaf.

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