

**From:** Paige Christie <paige.christie@voiceability.org>  
**Sent time:** 23/03/2017 03:00:57 PM  
**To:** re\_wired@ymail.com  
**Subject:** Transfer  
**Attachments:** Consent for Transfer.DOCX

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Mr Cordell,

We are writing to let you know that, from 1st April 2017 we will no longer be providing the NHS Complaints Advocacy Service in your borough.

From 1 April 2017, the NHS Complaints Advocacy Service will be provided by POhWER. We have included some contact details for POhWER below but would request that you do not contact them regarding your complaint until after the start of the new contract on 1 April 2017.

POhWER:-

Telephone: 0300 456 2370  
Minicom: 0300 456 2364  
Email: pohwer@pohwer.net  
Skype: pohwer.advocacy  
Fax: 0300 456 2365  
Post: PO Box 14043, Birmingham, B6 9BL

If you wish for information regarding your referral to be transferred to POhWER, in order for them to support you with it, we would ask that you complete the attached consent form and send it back to us in the prepaid envelope by 29 March 2017.

Should you not wish to consent to the transfer of your information, your referral will be closed with VoiceAbility on 31 March 2017.

Please do not hesitate to contact us if you have any queries.

Yours sincerely,

**Paige Christie**

**NHS Complaints Advocate, East London**

**My working hours are Monday–Friday, 9am-5pm**

**a:** United House, 39-41 North Road, London N7 9DP

**t: 0300 330 5454 m: 07918 561 868**

**e:** [paige.christie@voiceability.org](mailto:paige.christie@voiceability.org) **w:** [www.voiceability.org](http://www.voiceability.org)



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