

St Andrew's Hospice

A Guide to our Complaints Procedure

As an organisation, our aim is to provide the best possible service to anyone who has contact with us. This may be within the Hospice, the community, within our shops, tea bars or at our fundraising events.

We are committed to providing a quality service to all our patients, carers, visitors, customers and donors. To do this we need to constantly look for ways to improve the way we work. You are in the best position to judge how we are doing and we certainly need you to tell us when we get it wrong.

We strive not to give cause for complaint, but any received are recorded and acted upon. Quite often we can resolve a complaint immediately. If not, we will investigate your complaint fully and deal with it quickly and confidentially. Some people naturally find it easy to report jobs well done, but find it difficult to complain. You should never feel uneasy about complaining to us.

We are also pleased to receive letters of praise regarding our staff and volunteers, and for the service they provide, as well as suggestions for service improvement.

Verbal

Any complaints made verbally will be responded to promptly and courteously. All staff/volunteers have a duty to report a complaint to their senior manager. In the event that the senior manager believes a formal written response is required, the Chief Executive will be informed.

Written

When we receive a written complaint, we will send you a letter confirming that we have received and recorded your communication within two working days. A senior manager will investigate your complaint and will aim to send a full response to you outlining their findings within twenty-five working days of the receipt of your communication unless there are complexities that make this impossible. In these circumstances we will write to let you know of the delay, and when we expect to complete the investigation.

If we find the complaint is justified, we will certainly apologise and let you know what we are doing to ensure that matters are put right, in order to prevent a similar incident happening again.

If you wish, you may forward your complaint directly to:

**Care Quality Commission
Yorkshire and Humberside Region
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA**