



## How Are We Doing?

We warmly welcome comments about the service we provide at Arthur Rank Hospice Charity. Whether it is a suggestion, compliment or complaint, your views help us to make sure the quality of our care is consistently of a high standard and meeting your needs. If a problem arises, we want to know so that we can put it right as quickly as possible.

### How to give feedback about our services

We want to hear about your experiences of our service and our organisation. We regularly conduct surveys with people using our services to find out how we are doing. You may be asked to take part in a survey, which may be written, electronic or in an interview. All surveys are short, anonymous, and confidential and your participation is entirely voluntary. If you have not been asked to take part in a survey and would like to comment on the service that you or a loved one has received or is receiving, please talk to a member of staff, put a note in the suggestion box at reception or send a comment directly to the relevant service. You can also give feedback via our website. If you would like us to contact you about your comments, please leave your name and contact details.

### If we cannot resolve your complaint

We will do our best to respond swiftly and fully to your concerns or complaints. If we cannot resolve your complaint satisfactorily, you can ask the Parliamentary and Health Service Ombudsman to look at your complaint. You can contact the Health Service Ombudsman via the website [ombudsman.org.uk](http://ombudsman.org.uk).

### How to raise a concern or make a complaint

If you have any concerns, queries, or complaints, we would like to deal with them as soon as possible. If you do not wish to make a formal complaint but want to meet with a member of the clinical team to find out more information or have your concerns heard, we would suggest raising this with the colleague or manager of the team providing the care. We will then arrange a meeting with you and the relevant clinical staff member to address your concerns. If you do not feel able to do this or you wish to complain formally, you can do this by email or writing a note or letter and hand it to a member of staff or send it directly to the Chief Executive or the Clinical Services Support Manager at the address on this leaflet. If you are complaining on behalf of someone else, we will need their consent for you to act as their representative. Where the person concerned is unable to give consent, Arthur Rank Hospice Charity will need to establish your suitability to represent them before starting the complaints process.

### What happens when you make a formal complaint?

The Chief Executive or the Clinical Services Support Manager will write to confirm that we have received your complaint within three working days. The Clinical Services Support Manager will outline what will happen next and keep you informed of the investigation process.

We will investigate and respond to your complaint within 30 working days of receipt. If there are any unavoidable delays, the Clinical Services Support Manager will keep you informed. The senior leadership team reviews all complaints, and the team reviews our services and whether we need to make changes. If we perform an investigation or introduce a new policy or procedure, you will be invited to hear about and comment on the changes. Whatever the outcome, it will not affect any future care and treatment for you or your family. If at the end of the investigation and our response, you feel that we have not dealt with your complaint fairly, you may wish to ask that one of our Trustees review the complaint. We can pass the complaint on to the Trustees, or you can write to them directly. Their details are on our website.

## Getting Help to Complain

Many people are not well enough to make a complaint or may be unsure what to expect. Please feel free to bring a friend or relative with you to talk about your complaint or ask them to help you write your letter or email. Alternatively, we can arrange for a colleague to help or can give you details of an independent advocacy service.

## Other Helpful Independent Services

Healthwatch is the independent consumer champion for health and social care in England and are responsible for supporting people with their health and social care concerns and for passing on your concerns to local health and social care organisations.

**03000 683 000** [enquiries@healthwatch.co.uk](mailto:enquiries@healthwatch.co.uk)  
[healthwatch.co.uk](http://healthwatch.co.uk)

The Patients Association is a national healthcare charity that highlights patients' concerns and needs. It provides advice and information aimed at helping people to get the best out of their healthcare.

**Helpline 0800 345 7115** [helpline@patients-association.org.uk](mailto:helpline@patients-association.org.uk)

All information is correct at time of print and may be subject to change. Please visit our website for the most up-to-date information. If you have any feedback or would like this information in a different format or language, please contact us.