

Patient Complaint Procedure

We hope that you will not have cause for complaint but if you're unhappy with something then please let a member of staff know.

VERBALLY

Please speak to one of the Nurses. Hopefully, your complaint can be dealt with by the Nurse, who will record and report your complaint. If it cannot be resolved, it will follow the procedure outlined on the back.

IN WRITING

Please address your complaint to the Hospice Manager. It will be dealt with promptly following the procedure outlined below:

COMPLAINTS POLICY

The policy is set out to ensure that all complaints, both verbal and written, are dealt with in a swift and effective manner which ensures complete fairness for both the patient, staff and volunteers.

The complaints procedure is designed to be responsive and flexible to address the issues identified by the patient. In broad terms, all complaints should be handled as soon as possible.

In dealing with complaints, the matter, or issues raised, should be dealt with, whenever possible, on a face to face basis at the time of the occurrence that caused the complaint. If this is not feasible, then the complaint should be reported in writing within **7** days.

Complaints should be used in a way that improves the services offered. In all complaints, action must be taken to rectify the cause of the complaint with lessons being learnt and communicated to all involved to enable best practice to be followed.

PATIENT COMPLAINTS PROCEDURE

The Hospice Manager will provide a written acknowledgement letter of the complaint within **THREE** working days, acknowledging receipt of the complaint, and advising the patient that a full response will be provided to them within **TWO** weeks.

The patient has the right to respond once the full explanation has been offered, and when appropriate, an apology extended.

If the patient is not satisfied then he/she has the right to request a further investigation be carried out by a Trustee of the Hospice or the Care Quality Commission (CQC).

All staff and volunteers will be informed of the above guidance, and new staff will be made aware of the Patient Complaint Policy at the time of their induction.

Training will be provided to all staff/volunteers on

- What is a complaint, particularly informal complaints?
How to receive a complaint?
- How to deal with someone making a complaint
- The complaints process, both verbal and written

Contact

To: The Hospice Manager or Chairman of Trustees

Address: Greensfield House, Unit 3 Greensfield Industrial Estate, Alnwick, Northumberland, NE66 2DG.

Charity No. 1103635