

LET US KNOW WHAT YOU THINK

Compliments and Comments

When you make a comment about the service you have received, it will be passed on to the relevant manager to see if it can help us do things better. When we receive a compliment, we will pass your thanks on to the people concerned and see if there is anything we can learn from it.

Complaints

There may be times when you feel unhappy with the service you receive and would like to complain. We take complaints seriously and are committed to dealing with them fairly and efficiently through our complaints procedure.

To make a complaint about the care you have received, please speak to the person in charge of the In-Patient Unit, Day Hospice or our Hospice Community Nurse Specialists. If your complaint is about one of our other services, for example our fundraising or retail departments, please speak with or write to the director of that department detailing the nature of your complaint.

Alternatively you may speak, or write, to:

Liz Turner, Chief Executive Officer, Weston Hospicecare Limited
Jackson-Barstow House | 28 Thornbury Road | Uphill | BS23 4YQ
Tel: 01934 423900 | Email: liz.turner@westonhospicecare.org.uk

What You Can Expect From Us

1. You'll receive a written acknowledgement of your complaint within two (2) working days if the matter cannot be solved within five (5) working days.
2. An investigation, if required, will be carried out with all staff members who are involved.
3. A full response will be sent to you within 20 working days.
4. If it is not possible to send a response within 20 working days, a letter explaining the delay will be sent to you.

The Next Steps:

What to Do if You're Not Happy With Our Response

If you remain dissatisfied with the result of the investigation, you may contact the Chair of Trustees, c/o Weston Hospicecare. All letters should be marked private and confidential and will be passed to the Chair unopened. The Chair will conduct an independent investigation. Their response will be sent to you within a further two weeks.

If you are still dissatisfied with the outcome of your complaint or how it was dealt with, you can then escalate it.

For a Hospice Complaint:

You can ask the Local Government Ombudsman to investigate. You can contact the Local Government Ombudsman by phoning 0300 061 0614 (Mon.–Fri., 8.30am–5pm); by requesting a call back via text by texting 'call back' with your name and mobile number to 07624 811595; or by writing to The Local Government Ombudsman P.O. Box 4771, Coventry, CV4 0EH. You can also visit their website at: www.lgo.org.uk.

For a Shop Complaint:

You can contact Trading Standards via the Citizens Advice consumer helpline on 03454 040506. For any further consumer guidance, you can visit the Citizen Advice website (www.adviceguide.org.uk) and view the consumer pages.

For a Fundraising Complaint:

You can ask the Fundraising Regulator to investigate. You can contact the Fundraising Regulator by phoning 0300 999 3407 or by writing to the Fundraising Regulator at 2nd floor, CAN Mezzanine, 49-51 East Road, London, N1 6AH. You can also visit their website at www.fundraisingregulator.org.uk.

