

Alice House Hospice

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

Every comment received is acted upon. You can make a compliment, comment or raise a concern about any area of our work by completing the attached form and dropping it into the comments boxes which are in the inpatient unit, the out patient unit and in reception, or by sending it to us free of charge to the address overleaf. These will be passed to the User Involvement Group who will respond appropriately before forwarding them to the Senior Management Team who will take additional action if required.

The User Involvement Group would welcome anyone who uses Hospice services to join the group in their efforts to enhance the services provided to patient and carers. Please ask to speak to any member of staff for further information.

What happens to compliments

Your compliments will be passed on to the member of staff, team, volunteer or department that is being complimented. You will not receive acknowledgment that your compliment has been passed on. We often like to use examples of praise in our literature as an example of the type of support that we can give. We will ask you for permission if we would like to use your comments.

What happens to comments and suggestions

Comments and suggestions can be anything related to the Hospice such as the environment, the care, the food, the way the staff and volunteers work and so on. Please feel free to say what you feel. It would also be helpful if you could consider when you make these comments what you might suggest as a solution, if you feel able to. When we receive a comment the user involvement group will respond back to you within six weeks.

What happens to concerns

When we receive your concern a member of the User Involvement Group will investigate your concern and will aim to send a full response to you outlining their findings within twenty 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.

What happens to complaints

Any person who is/has receiving/ed care or support from the Hospice has the right to complain. It is important that a complaint is made as soon as possible after the event took place so that a thorough investigation can be made. The procedure for making a complaint is displayed on the wall next to the suggestion box. The first step is to speak to a member of staff who will guide you through the process.

SHARING YOUR VIEWS

Please tick box:

- I have a compliment
- I have a concern
- I have a comment/suggestion

Your Details (Optional)

Title: _ _ _ First Name: _ _ _ _ _

Surname: _ _ _ _ _

Address: _ _ _ _ _

_ _ _ _ _

_ _ _ _ _

Postcode: _ _ _ _ _

Telephone: _ _ _ _ _

e-mail: _ _ _ _ _

Date: _ _ _ _ _

Please indicate how you would like us to respond to you:

- Letter
- Telephone
- e-mail
- None required

**PLEASE USE THE SPACE OVERLEAF
TO SHARE YOUR VIEWS**