



# **How to give a compliment, make a comment or raise a formal complaint**



## Let us know how we are doing!

At St Catherine's Hospice, we aim to provide the best possible quality of care and service to those who have contact with us.

This includes not only within the hospice and our clinical teams working in the community, but also within our fundraising and lottery teams, and in our shops.

We are always open to comments and suggestions as to how we may improve and develop our services.

We are always pleased to receive compliments that recognise the work of our staff and volunteers. If you have had a positive experience of St Catherine's, we would also really value any thoughts on how we could make it even better.

Whilst we try not to give cause for complaint, we want to be told when we have got something wrong so that we can learn from it and put it right.

All complaints are fully investigated, treated in confidence and responded to in writing.

## What happens to compliments?

Our staff and volunteers work hard to provide the highest possible standards of service and care, so it is very rewarding when someone is kind enough to compliment a member of staff or volunteer.

We will ensure that your compliment is passed on to the individual(s) mentioned and to the team, as appropriate.

We like to use examples of compliments and testimonials in our publicity materials as evidence of the care we provide. When doing this, we won't disclose personal details (unless consent has been sought through the appropriate Consent to Publicity procedure).

We would also be enormously grateful to anyone willing to share their story through our newsletter, website, social media or the media to illustrate how the hospice works and the positive effect our services can have. If you are interested in sharing your experiences – or those of a loved one – please contact a member of the communications team by emailing [communications@stcatherines.co.uk](mailto:communications@stcatherines.co.uk) or calling 01772 629171.

## What happens to comments and suggestions?

When we receive a comment or suggestion, the management team will consider it at one of their regular meetings and, if appropriate, will contact you with an update. Please ensure your up to date and preferred contact details are included with the comment or suggestion so that we can get in touch in the best way for you. If you would rather not hear from us going forward, please also let us know.

## What happens to complaints?

We manage feedback and formal complaints in a thorough and professional way. Wherever possible we like to resolve complaints locally and encourage you to speak to or write to the manager of the team concerned.

If you are not satisfied with their response you can ask for the complaint to be reviewed by one of our Directors. Please email [complaints@stcatherines.co.uk](mailto:complaints@stcatherines.co.uk) or write to *PA to the Chief Executive* at the address below. An acknowledgment of receipt of the complaint will be sent to you within 5 working days.

Your complaint will be fully investigated with a full and detailed response being provided within 20 working days of receipt of the original complaint. If the investigation is likely to take longer, you will be kept informed of progress.

If however, you are not satisfied with the response that we give, you may ask that your complaint be referred to the Chief Executive for their consideration. The Board of Trustees will also be kept informed of complaints made, the details of which will be anonymised.

We will do everything we can to resolve your complaint to your satisfaction. However, if you feel we have not achieved this, you can request an independent external adjudicator to investigate further (please see back page for details).

## Ways to get in touch

Visit [www.stcatherines.co.uk/about-us/feedback](http://www.stcatherines.co.uk/about-us/feedback) to share your comments, compliments or complaint with us or alternatively **fill out the slip enclosed** with this leaflet and hand to a member of staff, put in the box at hospice reception or post to us at **St Catherine's Hospice, Lostock Lane, Lostock Hall, PR5 5XU.**

You can also call us on 01772 629171, or email [enquiries@stcatherines.co.uk](mailto:enquiries@stcatherines.co.uk) or [complaints@stcatherines.co.uk](mailto:complaints@stcatherines.co.uk)

## Details for independent external adjudicators

At any time before or during the complaints procedure, or if you feel our response is unsatisfactory, you may complain to an appropriate body as follows:

### **Parliamentary and Health Service Ombudsman**

0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Patient advice and liaison services (PALS):**

Chorley and South Ribble Hospital  
Preston Road  
Chorley  
Lancashire  
PR7 1PP  
Tel: 01772 522972

Royal Preston Hospital  
Sharoe Green Lane North  
Preston, Fulwood  
Lancashire  
PR2 9HT  
Tel: 01772 522972

## Support and advice is also available from the following organisations:

**Citizens Advice Lancashire West (Leyland and Chorley)**, Civic Centre, West Paddock, Leyland, PR25 1DH. Tel: 0808 278 7880.

**Citizens Advice Preston**, Town Hall Annexe, Birley Street, Preston, PR1 2QE. Tel: 0300 330 1172. [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Fundraising Regulator**

2nd Floor, CAN Mezzanine, 49-51 East Road, London, N1 6AH. 0300 999 3407  
[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

### **The Independent Betting Adjudication Service Ltd (IBAS)**

Any lottery dispute that can not be resolved should be referred to IBAS, PO Box 62639, London EC3P 3AS, Tel. 020 7347 5883. [ibasteam@ibas-uk.co.uk](mailto:ibasteam@ibas-uk.co.uk) / [www.ibas-uk.com](http://www.ibas-uk.com)

*If you need support in making your complaint, for example, the services of an interpreter we will do our best to assist you.*

*If you have any comments or suggestions about this leaflet, please do not hesitate to let us know. Thank you.*