

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

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:

**Care Quality Commission (CQC)** — If you're not happy with the response you get when you complain to us about your care, you should contact the CQC at: Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Tel: 03000 616161 [www.cqc.org.uk](http://www.cqc.org.uk)

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

Chorley And South Ribble Hospital  
Preston Road  
Chorley  
Lancashire  
PR7 1PP  
Tel: 01257 247280

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:

**Citizen's Advice Bureau** - Lancashire West Citizens Advice Bureaux, South Ribble Bureau, 78 Towngate, Leyland, Lancashire, PR25 2LR. [www.adviceguide.org.uk/England](http://www.adviceguide.org.uk/England)

**The Fundraising Standards Board (FRSB)** - If your complaint is not satisfactorily resolved you can contact FRSB, 5 Brushfield Street, London, E1 6AA. [www.FRSB.org.uk](http://www.FRSB.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 email [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk). <http://www.ibas-uk.com>

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

You can make a comment, compliment or complaint by completing the form inserted and handing it to a member of staff, putting it in the box at reception or posting it to us.

Alternatively you can contact us on:

**Telephone:** 01772 629171, Fax: 01772 620982,

**email:** [enquiries@stcatherines.co.uk](mailto:enquiries@stcatherines.co.uk)

**Websites:** [www.stcatherines.co.uk](http://www.stcatherines.co.uk) or [www.millatstcatherinespark.co.uk](http://www.millatstcatherinespark.co.uk)

**Address:** St Catherine's Hospice, Lostock Lane, Lostock Hall, Preston, PR5 5XU



St Catherine's  
hospice care

*“For when it matters most”*

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 itself, but also our Clinical teams working in the community and our Fundraising, Lottery & Trading departments.

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.

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.

We look forward to hearing from you

Chief Executive

## 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 formally compliment a member of staff or volunteer.

We will ensure that your compliment is passed on to the individual(s) mentioned or to the department, as appropriate. We will write to you to confirm this within 5 working days of receipt of your compliment.

We like to be able to use examples of compliments in our publicity materials and any reports or articles, as evidence of the care that we provide. We will write to ask your permission before doing so and will not disclose any personal details.

## What happens to comments and suggestions?

We recognise that we need to continuously review and improve our services. Comments and suggestions can help us take an objective view of our progress and they could relate to any area of our activities, for example, the care, the food, the environment, fundraising, the parking, the conduct of staff, or to the nature of the services that we provide.

When we receive a comment or suggestion, this will be acknowledged by the Chief Executive within 5 working days. The management team will consider your comment or suggestion at one of their regular meetings and a more detailed response will be sent to you within 20 working days.

## 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 department concerned.

If you are not satisfied with their response you can ask for the complaint to be reviewed by the Chief Executive or if unavailable, one of our Directors. An acknowledgement of receipt of the complaint will be sent to you within 2 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. A full response will be made within 2 working days of the completion of the investigation.

If however, you are not satisfied with the response that we give, you may ask that your complaint be referred to the Board of Trustees for their consideration.

We will do everything we can to resolve your complaint to your satisfaction however, if you feel we have not resolved the complaint to your satisfaction you can request an independent external adjudicator (see addresses on back page).