



If Things Go Wrong

Your Guide to Pendleside's Complaints Procedure

Introduction

This leaflet describes the Hospice's complaints procedure and is designed to help you resolve problems which arise from services provided by Pendleside Hospice; our aim is to give you a speedy and thorough response if you are dissatisfied.

We realise that, on occasions, when using Hospice services, there may be matters which trouble and concern you. The staff are here to help you and will listen to any comments or concerns you may have. We hope it will be possible for acceptable answers or explanations to be given straight away, either by the member of staff to whom they have expressed, or by the person in charge at the time.

We genuinely want to know when things go wrong so that we can try and put them right and learn from your experience to improve our services to others.

Making a complaint

Complaints should be made as soon as possible, normally within six months of the event or within six months of realising there was a problem.

A complaint can be dealt with from:

- Anyone who has contact, or is involved with, any aspect of Hospice service provision.
- Anyone who has received care or treatment from the Hospice.
- A close relative or friend making a complaint on behalf of the person who received the service (in this case we would normally ask for the patient's consent if they are in a position to give it).
- A relative, friend or carer who wishes to make a complaint on their own behalf.

How to make a complaint

We hope that you will feel able to discuss concerns openly with us so that your concerns may be prevented from escalating into a formal complaint. We welcome your comments as a positive way of helping us to develop and improve the standard of care we give to our patients and their families.

Complaints will be dealt with according to our Complaints procedure a copy of which will be provided on request. Please ask if you need help making a complaint (for example an interpreter, advocate or other support).

Informal resolution

If you have a concern about any aspect of the service, please speak to a member of the Hospice team who will endeavor to help resolve the issue. However, if your initial concern cannot be resolved by informal discussion you may make a formal complaint.

Formal resolution

You may make your complaint orally or in writing, including email, to the Chief Executive. Contact details can be found on page 4 of this leaflet.

Your complaint will be acknowledged in writing within 2 working days and you will be informed of the name of the Complaints Handler.

The Complaints Handler will initiate an investigation; we allow 20 working days to complete this. If it is not completed in this time, we will send you a letter explaining why and an indication of how much longer it might take.

When the investigation is complete you will be notified of the outcome in writing within 5 working days outlining the findings and any potential action to be taken; this may include a meeting with relevant members of staff.

The complaints procedure should not delay giving an explanation and apology. An apology is not an admission of liability. The complaints procedure is not designed to provide financial compensation.

If you are still not satisfied

If you are not happy with the outcome of your complaint or how it was dealt with, you can ask the Local Government Ombudsman to investigate it.

The Local Government Ombudsman is a free, independent complaints service. If they decide that the care service has got things wrong, they can make recommendations to put things right.

You can contact the Local Government Ombudsman in the following ways:

By phoning **0300 061 0614**

By texting 'call back', with your name and mobile number, to **0762 481 1595**. Someone will then call you.

By writing to: **Local Government Ombudsman, PO Box 4771
Coventry, CV4 0EH**

You can also visit their website at **www.lgo.org.uk**.

The Hospice is regulated by the Care Quality Commission (CQC), the independent regulator of health and social care in England. Further information about making a complaint can be found on the CQC website www.cqc.org.uk in their leaflet *How to Complain about a health or social care service* (February 2014).

Pendleside Hospice
Colne Road, Reedley, Burnley, BB10 2LW

Tel: 01282 440100
Fax: 01282 601735
Email: info@pendleside.org.uk

Website: www.pendleside.org.uk

Charity Number 700993