



Comments, compliments & complaints

Let us know how we are doing

The aim of the Hospice is to enhance our patients' quality of life and to provide support to their families, carers and friends. We are committed to providing a high quality service.

We would like to improve our service with your help. You are in the best position to tell us how we are doing. We enjoy receiving compliments and welcome comments on improving or changing our services. Sometimes we get it wrong and receive a complaint. Complaints are seen as a valuable source of feedback and as a way of changing what we do to improve the services we offer. If you need help or assistance with a compliment, comment or complaint, please ask a member of staff.

What happens to compliments?

Your comments are passed onto the member of staff, volunteer, team or department being complimented. Compliments are always welcomed and once the comments have been circulated they are placed in a folder available to all staff, volunteers and Trustees.

Sometimes we may ask permission for your compliments or praise to be used on our Hospice website, in publications, news stories and social media. We will ask you to confirm your agreement in writing. Personal details will be kept anonymous.

What happens to comments?

Comments are welcome to help us look objectively at what we do. We invite comments relating to all aspects of the Hospice from food and our care to our environment and shops. When making a comment you may have a possible solution, so please tell us. There are comment cards available in the Hospice reception.

What happens when I complain?

Most concerns can be resolved quickly and easily by speaking with the Nurse in Charge, Department Manager or Shop Manager. Don't forget to ask for their name. If you would prefer, you may wish to write, speak, or email the Chief Executive or a senior member of staff if they are unavailable.

If we receive a written complaint by either post or email, we will send you an acknowledgement confirming receipt within five working days. A senior manager will investigate your complaint and the Chief Executive will aim to send out a full response to you within 20 working days of receipt of your communication, unless there are complexities that make this impossible. In these circumstances a letter explaining the delay will be sent to you. If you are not satisfied with the response you may wish to seek further advice from:

Healthwatch York

FREEPOST

Healthwatch York, 15 Priory Street

York, YO1 6ET

Email: healthwatch@yorkcvs.org.uk

Making a fundraising related complaint

As a first step, please contact the Director of Income Generation or Chief Executive directly as we may be able to address any concerns you have. If you are not satisfied with the response received, and you believe the Code of Fundraising Practice has been breached, you may wish to contact the Fundraising Regulator. The service is free and can be used by anyone who believes they have been affected by poor fundraising practice. Complaints should be made within two months of the Hospice's final response to a complaint.

Fundraising Regulator

2nd Floor, CAN Mezzanine

49-51 East Road, London, N1 6AH

Tel: 0300 999 3407

How to contact us:

St Leonard's Hospice, 185 Tadcaster Road, YORK, YO24 1GL

01904 708553 enquiries@stleonardshospice.org.uk stleonardshospice.org.uk

Please direct your correspondence or telephone call to the Chief Executive, or Director of Income Generation if it is a fundraising related complaint.