



Complaints Policy

This policy was written in July 2017

It will be checked again in July 2020

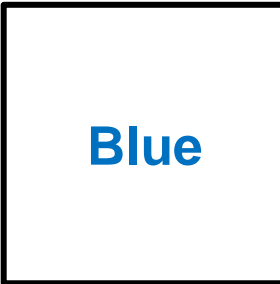
It was written by Laura Beechey and Graham Ellams

It was checked by Viv Culleton

Make sure you print out the most up to date version of this policy – don't use an old one by mistake



This is an easy read version of the complaints policy

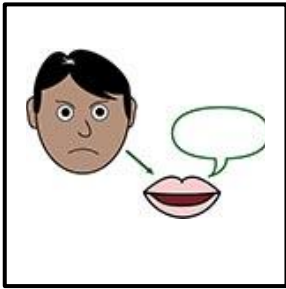


Hard words are in blue

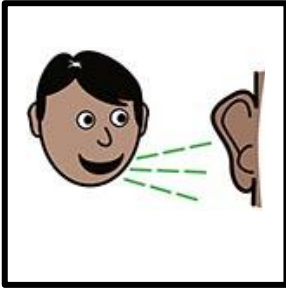
These words will always be explained in detail



If you need any help to understand, just ask somebody that works at the Hospice



A **complaint** is when you tell us that we have done something that has made you unhappy



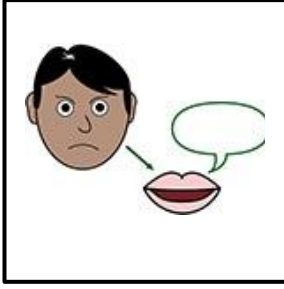
We will always listen to you



We will not be angry or upset with you if you complain

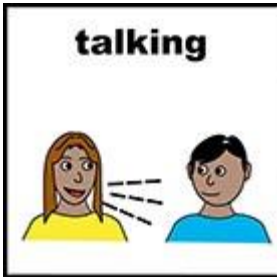


We use the things you say to help us to do things better



A complaint can be written or **verbal**

A verbal complaint is when you talk to us and tell us what is wrong



If you think we have done something wrong, please tell us straight away



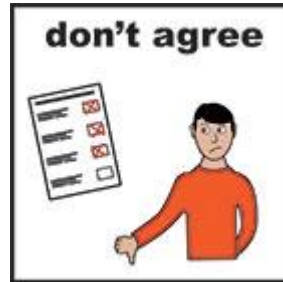
If you would like help to talk to us, an **advocate** can help you

An advocate is a person who helps you to be heard



We look very carefully into what you tell us

This is called an **investigation**



After this we tell you if we agree or disagree with your complaint



If we don't agree with you, it might make you unhappy



If you are unhappy, you can make a **written complaint**

This is when you write a letter to tell us what is wrong



One of the people in charge at the Hospice will look very carefully at your letter



We will meet with you to talk about your letter
You can bring somebody with you to the meeting



After this we tell you if we agree or disagree with your complaint



If we don't agree with you, it might make you unhappy



If you are unhappy, you can talk to the **Chair** of the Hospice

The Chair is the boss of the Hospice



If the Chair doesn't agree with your complaint, it might make you unhappy



There are other people you can write to
These people do not work for the Hospice



You can write to the [Ombudsman](#)
It is their job to go into places and listen to complaints



Or you can write to the [Care Quality Commission](#)
They are paid by the government to check that we are doing things right



Or you can write to the [Clinical Commissioning Group](#)
They pay us money so that we can care for people



Will try very hard to resolve you complaint

Resolve means to sort it out in a way that everyone is happy with



If we have done something wrong, we will work very hard to make sure we don't do it again