



St Margaret's
Hospice Care

Feedback

Compliments and complaints



Help us improve our services

We aim to provide high quality services for our patients, visitors and supporters. We want to know when things go well and when they can be improved.

Give feedback

Feedback is really important to us so that we can continually improve our services. You can provide feedback or make suggestions by:

- **Phone:** 01823 333822
- **Email:** feedback@st-margarets-hospice.org.uk
- **Post:** address on back of leaflet
- **Suggestion box:** cards located in hospice reception or In-patient Unit

For clinical services complete an 'iWantGreatCare' survey for the service you used. This is an anonymous survey collated by iWantGreatCare and published on their website. You will be given a survey to complete when you use our service, or you can complete the survey online at:

stmargarethospice.iwgc.net

Completed surveys can be:

- put in the "suggestion box" either on reception or on the In-patient Unit
- given back to the person who gave it to you
- posted in the prepaid envelope

Complaints & concerns

We take complaints seriously and treat them in confidence. Anyone can make a complaint. You can also complain on someone else's behalf, although we will need to obtain their consent in order to undertake an investigation. Complaints should be raised as soon as possible and must be within 12 months of the event.

Stages

Stage 1

Speak to any staff member who will try to resolve your concerns.

Stage 2

If you are not satisfied with the outcome from Stage 1, escalate your concern or complaint to the Governance Team, email:

complaintsandconcerns@st-margarets-hospice.org.uk or call **01823 333822**.

You should provide details of:

- How to contact you
- Who or what you are concerned about
- Where and when the event that caused your complaint happened
- Where possible, the action you would like us to take

Your complaint will be acknowledged within 5 working days of receipt.

A member of staff is assigned to deal with your complaint and make contact with you. They discuss and agree with you an appropriate way forward.

They inform you of the outcome of any investigation including the lessons learned and actions taken to improve our services within 28 working days.

Some complaints take longer to resolve than others. We will tell you if we are unable to respond within these time-scales.

If part of your complaint relates to another organisation, we will seek your consent to contact that organisation and work with them to provide you with a response.

During the investigation if you would like to discuss your concern in person the Governance team will arrange a meeting with the most appropriate person.

Stage 3

If you are not satisfied with our response you can approach the appropriate independent body for further guidance. Some examples of these can be found on the back of this leaflet.

- **The Parliamentary and Health Service Ombudsman** - Millbank Tower, Millbank, London, SW1P 4QP. Tel: 0345 015 4033, Website: www.ombudsman.org.uk
- **Care Quality Commission** - National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Tel: 03000 616161, Email: enquiries@cqc.org.uk
- **Independent Betting Adjudication Service** - PO Box 62639, London, EC3P 3AS. Tel: 020 7347 5883, Email: adjudication@ibas-uk.co.uk
- **Fundraising Regulator** - 2nd Floor, CAN Mezzanine 49-51 East Road London, N1 6AH. Tel: 0300 999 3407, Website: www.fundraisingregulator.org.uk
- **Charity Commission** - Tel: 0300 066 9197
- **Trading Standards** - Tel: 03454 040506, Email: consumers@tsi.org.uk
- **Information Commissioner's Office** - Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113

St Margaret's Hospice Care Taunton Hospice,

Heron Drive, Bishops Hull, Taunton, TA1 5HA



01823 333822

St Margaret's Hospice Care Yeovil Hospice,

Little Tarrat Lane, Yeovil, BA20 2HU



01935 709480



feedback@st-margarets-hospice.org.uk



complaintsandconcerns@st-margarets-hospice.org.uk

St Margaret's Hospice Care is committed to taking your privacy seriously and protecting your personal information. If you want to know more about how we use your data go on the 'privacy statement' on our website or ask for a copy of this information via info@st-margarets-hospice.org.uk

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