



East Anglia's Children's Hospices (EACH)



Family information sheet 8:



Compliments, worries and complaints



We really like to hear what people who use EACH think of us. This helps us to work better.



If you tell us you are not happy about something, we will not hold it against you. We will make sure we deal with all worries and complaints privately and do this quickly in a way that works well and is always fair.



Compliments (good things we have done you want to tell us about)



It helps us to know what is important to you and what is working well. We tell our staff and volunteers about any compliments we get. These help us to check how good our service is.



Worries

Please talk to a member of staff or a manager if:



➤ You are not happy about your care or treatment.

➤ You are worried about your care or treatment.



➤ You are not happy about the care or treatment of someone in your family.

➤ You are worried about the care or treatment of someone in your family.



Families have told us they find it easy to talk about their worries in this way, and that they are sorted out quickly.

If you do not want to speak to staff or a manager, contact Nathan Muskett, Head of Performance and Delivery:



Phone: 07714 560965



Email: nathan.muskett@each.org.uk



Complaints

If you feel you cannot talk about your worries as described above, you can make a complaint. If you cannot do this yourself, you can ask someone else to do it for you.



You can make a complaint in any of these ways:



➤ By talking about it



➤ By phone



➤ By email



➤ By letter.



It helps us if you make your complaint as soon as possible.

This makes it easier to find out what has gone wrong.

We will tell you that we have your complaint in 3 days (not including weekends or bank holidays).



We will tell you how we will look into your complaint, and how long it will take. We will let you know if it takes longer than we thought it would.

We will:



✓ Tell you what we have found out.



✓ Write to you about it.



✓ Say sorry.



✓ Tell you what we have learned and changed after your complaint, so the same problem will not happen again.

If you are not happy with what we tell you, contact
Pol Toner, Director of Care:



Email: pol.toner@each.org.uk



Address: EACH, Church Lane, Milton,
Cambridge, CB24 6AB



You can also contact the Care Quality Commission. It checks that all organisations like EACH are looking after people properly:



Phone: 03000 61 61 61



Address: Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA



Website: www.cqc.org.uk/content/contact-us-using-our-online-form



Or

The Parliamentary and Health Service Ombudsman:



Phone: 0345 015 4033

Text to arrange a call back: 07624 813 005



Website: www.ombudsman.org.uk/about-us/contact-us



How to contact our teams:



EACH Milton (Cambridgeshire & Peterborough)

Phone: 01223 815100



Email: eachmiltonadmin@each.org.uk



EACH The Nook (Norfolk)

Phone: 01603 967596



Email: nook.admin@each.org.uk



EACH The Treehouse (Suffolk and Essex)

Phone: 01473 271334



Email: ipswichadmin@each.org.uk

Or you can contact us through our website:



www.each.org.uk/contact-us

Easy Read by:

