

For families receiving our care

Concerns & Complaints



East Anglia's
Children's Hospices

We want to get things right for you and your family. If you have any concerns about your care or support, please tell us.

Raising a concern or complaint will never affect the care or support you receive.

Concerns

If something about your care or support worries or frustrates you, please speak to a member of the EACH team. Many concerns can be resolved quickly and informally, often giving families reassurance.

If you prefer, you can also speak with a member of our senior team who is not directly involved in your care.



What happens next

We will acknowledge your complaint within three working days and explain:

- How your complaint will be reviewed and how long it may take
- What you can expect from the process.

Most complaints are resolved within 30 days. You will receive a written response that explains what we found, any apology, what we have learned, and any changes we have made.

Complaints

If you feel unable to resolve a concern informally, or if you would like a formal response, you can make a complaint:

- **Verbally** – in person or by phone,
- **In writing** – by email, letter, or via our website (please see below for our contact details).

We encourage complaints to be made as soon as possible so they can be investigated thoroughly and fairly. You are more than welcome to go through a representative if you wish.

If you are not satisfied

If you remain unhappy, you can ask for a further review or contact independent organisations such as:

- Care Quality Commission (CQC) – care related complaints – www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider
- Parliamentary and Health Service Ombudsman – if your complaint cannot be resolved locally – www.ombudsman.org.uk/making-complaint

How to contact us

EACH Milton (Cambridgeshire)
01223 815100

The Treehouse (Suffolk & Essex)
01473 271334

The Nook (Norfolk)
01603 967596

General complaints: complaints@each.org.uk
each.org.uk/contact-us

Registered Charity No. 1069284



This leaflet can be made available in other formats on request, including other languages, braille and Easy Read.