

## Compliments, concerns and complaints

We are committed to achieving the highest standards in the provision of services and organisational practices. There may be times when we don't get it right and when this happens we want to hear about it, resolve it and put measures in place to stop it happening again.

We value and welcome feedback from everyone who uses our service. From the feedback we receive, we are able to improve the care we provide. Please be assured that raising a concern or complaint with us will not negatively affect how you or your family are treated or cared for. We will ensure all concerns and complaints are dealt with confidentially, in a prompt and effective way and with complete fairness.

### Compliments

It is helpful for us to know what is important for you and what is working well. We share compliments with our staff and volunteers and we use them to help monitor the quality of our service.

### Concerns

If you are unhappy or anxious about your own care or treatment or that of a family member, please talk to a member of staff or one of the management team at the hospice. Feedback from other families suggests that this informal approach helps families to raise any worries confidently and have them resolved quickly.

If you would prefer to speak to someone not directly involved with your care and treatment, you can speak with Carolyn Roberts, Assistant Director - Service & Quality. Carolyn can be contacted by phone on 07714 558930 or by email at [carolyn.roberts@each.org.uk](mailto:carolyn.roberts@each.org.uk).

### Complaints

If you don't feel able to share your concern informally as described above then you can contact us to make a formal complaint. If you cannot make a complaint yourself, then you can ask someone else to do it for you.

You can make your complaint in person, by phone, email or by letter.

It is helpful if you can make your complaint as soon as possible after the event or as soon as you become aware of the issue, to make the complaint easier to investigate.

We will acknowledge your complaint in writing within three working days and a member of the care management team will contact you to explain how we will investigate your complaint and how long it may take. If the investigation takes longer than we expected, we will contact you to update you.

We will contact you to explain the outcome of the investigation and we will confirm this in writing to you together with an appropriate apology and the changes or learning that have taken place as a result of the investigation.

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If you are not satisfied with the response, you can contact Tracy Rennie, Director of Care at [tracy.rennie@each.org.uk](mailto:tracy.rennie@each.org.uk) or Graham Butland, Chief Executive Officer at [graham.butland@each.org.uk](mailto:graham.butland@each.org.uk) or by post to EACH House, 42, High Street, Milton, Cambridge, CB24 6DF.

Alternatively you can contact our regulator, the Care Quality Commission: visit [www.cqc.org.uk/content/contact-us-using-our-online-form](http://www.cqc.org.uk/content/contact-us-using-our-online-form) to complete an online complaints form, or write to Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA or telephone 030000 61 61 61.

Or contact the Parliamentary and Health Service Ombudsman, who is independent of the NHS and government. Visit [www.ombudsman.org.uk/about-us/contact-us](http://www.ombudsman.org.uk/about-us/contact-us) to complete online form or download a paper form, or telephone 0345 015 4033, or send a text to the 'call back' service: 07624 813 005.

### How to contact our teams

EACH Milton (Cambridgeshire) 01223 815100; [eachmiltonadmin@each.org.uk](mailto:eachmiltonadmin@each.org.uk)

EACH Quidenham (Norfolk) 01953 888603; [eachquidenhamadmin@each.org.uk](mailto:eachquidenhamadmin@each.org.uk)

EACH The Treehouse (Suffolk and Essex) 01473 271334; [ipswichadmin@each.org.uk](mailto:ipswichadmin@each.org.uk)

[www.each.org.uk/contact-us](http://www.each.org.uk/contact-us)