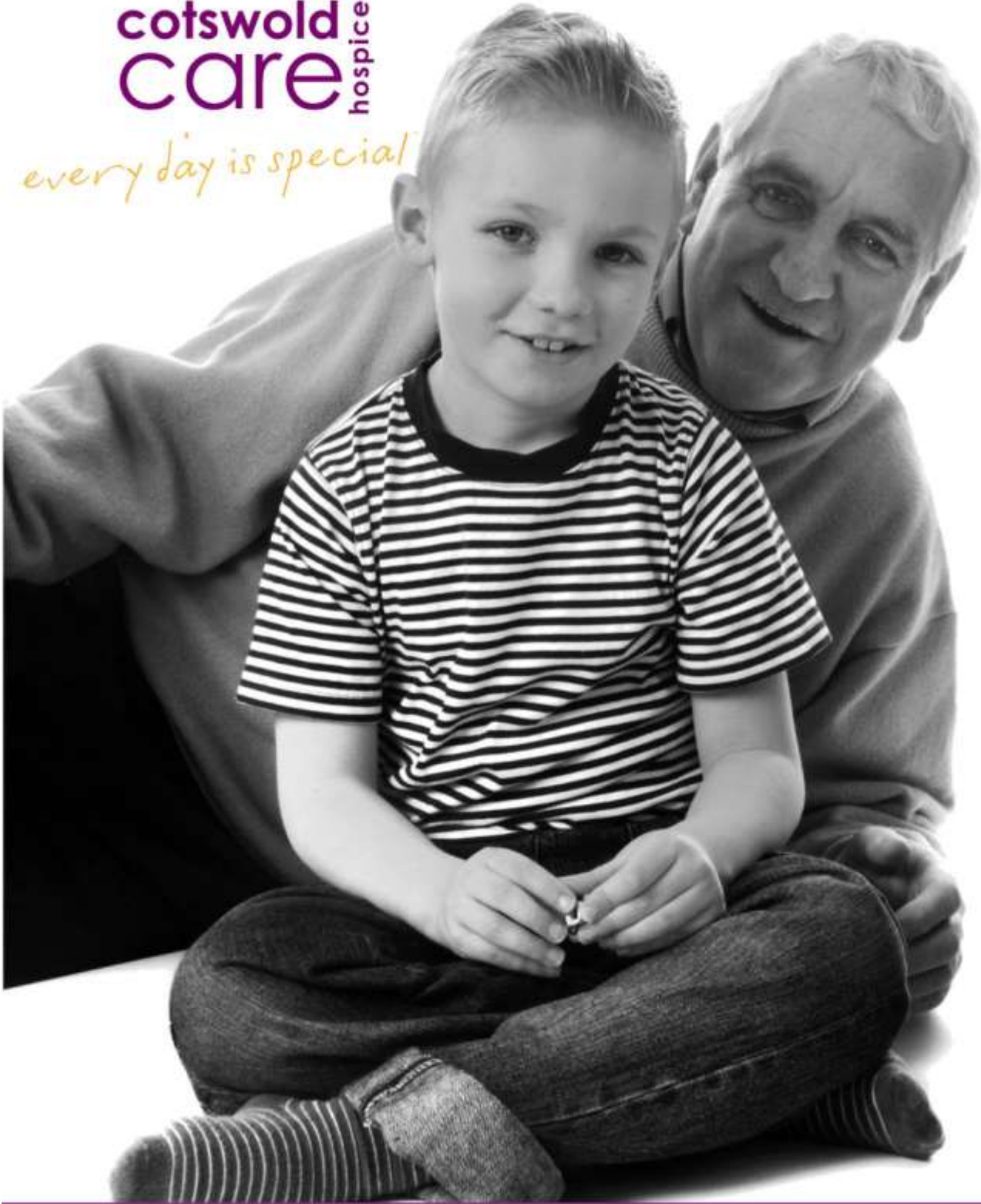


# Your comments matter



**cotswold**  
**care** hospice

*every day is special*



How do I comment or complain?



## Introduction

This leaflet is designed to give you information on how to make a comment or complaint about the services provided by Cotswold Care Hospice.

In this way we can continually improve the service we give to patients, their families and friends, carers and the wide general public.



## What is a complaint

A complaint can be defined as follows:

"A statement, either written or verbal, made by a service user (patient, carer, family member, health or social care professional) to a member of staff regarding a problem with a service. This type of statement is usually made with the expectation that corrective action will be taken."



## If we get things wrong

Cotswold Care Hospice has an ongoing commitment to improving our services.

We welcome receiving comments, suggestions or feedback, good or bad from the people who use our services as it is an important part of ensuring that we deliver services to everybody's satisfaction.

We treat comments and complaints as an opportunity to make improvements immediately and in the future.



## We aim to

- Acknowledge your complaint promptly and respond to it within a reasonable time and in a courteous and efficient way.
- Ensure we thoroughly investigate your complaint.



*every day is special*

- Apologise where complaints are found to be justified, ensure steps are taken to put right what went wrong and aim to prevent a similar problem arising in the future.
- Make a fair and unbiased decision.
- Keep you informed of progress and the outcome of your complaint.
- Make sure you are satisfied that we have taken your complaint seriously and dealt with it properly.



## How do I register a complaint

Our procedure can be categorised into two stages. These are:

### Stage 1: Tell the staff providing the service

If you want to complain about the way we have done something or if there is something we have failed to do, please let us know.

First of all please speak to the member of staff who has been dealing with you and tell them about the problem. They may be able to sort it out straight away.

Many concerns can be put right quickly by discussing them with a member of staff who is directly responsible for providing the service at the Hospice.

Our staff should make every attempt at this stage to provide answers, resolve problems and satisfy you.

Most difficulties should be resolved at this informal stage, however if you consider your complaint cannot be resolved by speaking to the member of staff, you have the right to make a formal complaint straight away by writing or telephoning the Chief Executive or Head of Care Services.

### Stage 2: Inform the Hospice Management

You can register a formal complaint with the Chief Executive or Head of Care Services who would ensure a full investigation is carried out.



Your complaint would be acknowledged within two working days of us receiving it (unless a full response can be made within five days) and the process of investigation would begin.

A full response to your complaint would be available within 20 working days.

Although we have standard response times for each stage of the complaint, we are aware that some complaints take more time to investigate than others.

If this is the case we will inform you in writing about the anticipated length of time involved.

If you still felt that the complaint had not been dealt with adequately, you can refer the complaint to the Chair of the Board of Directors for the Hospice or you can make complaints to the Care Quality Commission (CQC) – an independent regulatory body that oversees standards for Independent Hospices.

You can approach the Commission at any stage of the investigation if you are unhappy with the process and can contact them directly instead of making your complaint to the Hospice, should you feel it is more appropriate to do so.

We aim to treat all comments and complaints seriously, listen carefully to what you have to say, investigate any concerns thoroughly, confidentially, fairly and quickly.

## Contacts

Chief Executive or Head of  
Care Services  
Cotswold Care Hospice  
Burleigh Lane  
Minchinhampton  
Stroud GL5 2PQ  
**Tel:** 01453 886868

CQC South West  
Citygate, Gallowgate,  
Newcastle-upon-Tyne,  
NE1 4PA **Tel:** 03000 616161  
**Email:** southwest@cqc.org.uk

John Pugh  
Chair of the Board of Directors  
C/O Cotswold Care Hospice  
Burleigh Lane  
Minchinhampton  
Stroud GL5 2PQ  
**Tel:** 01453 886868

Fundraising Standards Board  
1st Floor 89 Albert Embankment  
London SE1 7TP  
**Tel:** 0845 402 5442