

Comments, compliments and complaints

Please let us know if you have any comments, compliments or complaints to help ensure we provide the best service we can.

We always welcome comments about the service we provide at Keech Hospice Care.

Whether it's a suggestion, compliment or complaint, your views can help us make sure the quality of our care is consistently of a high standard. If a problem does arise, we like to put it right as quickly as we can.

How can I make a complaint?

If you have a concern or complaint about the service you receive, you can raise this verbally with any member of staff at Keech Hospice Care.

All our staff receive training in how to respond in these situations and will deal with your issues sensitively. Depending on their position within the organisation, they may need to report the concern to a departmental manager and involve other members of staff to establish what has happened. They will record the complaint on a Comments, compliments and complaints form.

If you wish to make a written complaint, you can use the form attached here and post it into one of our comment boxes. Alternatively, you can write directly to **Chief Executive Officer, Keech Hospice Care, Great Bramingham Lane, Luton, LU3 3NT.**

Complaints must be received within six months of the event happening or within 12 months if the complainant discovers it more than six months afterwards. Complaints about events outside these time limits may still be raised; however, the extent to which this procedure will be followed will vary depending on the severity and relevance of the complaint. The registered manager and Chief Executive Officer will decide on a case-by-case basis in these instances.

What happens next?

In some circumstances, it may be possible to resolve your concern immediately but, if that's not possible, an investigation will be overseen by a nominated person, usually a manager at Keech Hospice Care.

We aim to acknowledge your complaint within three working days. While your complaint is being investigated, we may need to contact you for further information. The managers and staff involved with your complaint may, if appropriate, invite you to attend a meeting to discuss particular issues. If you do not receive this offer but feel a meeting would be beneficial, please ask us.

Once the investigation has been completed, you will receive a letter outlining the findings and the action we propose to take to help resolve the matter. You should expect to receive this within 25 working days from receipt of your complaint. If it is not possible to achieve this timescale, you will be given clear reasons for the delay and regular updates of our progress.

I'm unhappy with your response. What can I do?

You can write to our Chief Executive Officer at the address given previously within 14 days of receiving our response, giving the reasons you are dissatisfied. The CEO may respond directly or organise a further investigation by a nominated representative.

If you remain dissatisfied with the response from the CEO or their nominated representative (or if your complaint was about the CEO), you can make a written appeal to our Chair of Trustees, also at the same address given previously, within 14 days of our response. The Chair may appoint an independent review of your case by the Board of Trustees.

Taking it further

After an appeal decision has been made, if you feel your complaint remains unresolved or you are not satisfied with the outcome, you may raise your concerns with one of the following external bodies:

Complaints about our care services

Complaints or concerns about the care we provide can be forwarded to your local Clinical Commissioning Group. You can find out who your local Clinical Commissioning Group is and how to contact it by searching online at: www.nhs.uk/Service-Search/Clinical-Commissioning-Group/LocationSearch/1

If you are unhappy with the Clinical Commissioning Group's answer after it has looked into your complaint, you can ask the Parliamentary and Health Service Ombudsman to investigate your complaint. You can contact the ombudsman by calling **0345 015 4033**, visiting www.ombudsman.org.uk or writing to Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1 4QP.

Complaints about our fundraising

Fundraising complaints may be forwarded to the Fundraising Regulator. You can contact them by calling **0300 999 3407**, visiting www.fundraisingregulator.org.uk/complaints/make-complaint or writing to Fundraising Regulator, 2nd Floor CAN Mezzanine Building, 49-51 East Road, London N1 6AH.

Complaints about our retail

Retail complaints may be forwarded to the Charity Retail Association. You can contact them by calling **020 7697 4080**, emailing mail@charityretail.org.uk or writing to Charity Retail Association, 4th Floor Resource for London Building, 356 Holloway Road, London N7 6PA.

Complaints about our advertising

Marketing complaints may be forwarded to the Advertising Standards Authority. You can contact them by calling **020 7492 2222**, visiting **www.asa.org.uk** or writing to **Advertising Standards Authority, Mid City Place, 71 High Holborn, London WC1V 6QT.**

Complaints about our lottery

Lottery complaints may be forwarded to the Independent Betting Adjudication Service. You can contact them by calling **020 7347 5883**, visiting **www.ibas-uk.com**, emailing **adjudication@ibas-uk.co.uk** or writing to **Independent Betting Adjudication Service, PO Box 62639, London EC39 3AS.**

Comments and compliments

As well as wanting to know when things go wrong, we would also be pleased to hear your comments about the things you feel we do well and any suggestions you have for changes to what we do. Your comments will help us to maintain and promote good practice across our whole service.

To make a comment or suggestion, please talk to a member of staff or use the form overleaf and post it in one of our comment boxes, found around the hospice, in care and reception areas.

You can submit a comment anonymously but, if you would like a response, please supply your name and contact details.



Comments, compliments and complaints form

Please tick the appropriate box and give any details below. For a response, please supply your contact details below. If you need additional writing space, continue on a separate sheet.

- I have a comment/suggestion.
- I have a compliment.
- I have a complaint.

Date: _____

If you would like a personal reply, please supply your contact details below.

Title

First name

Last name

Address

Postcode

Contact number



Returning your form

Please post this form in one of our comment boxes around the hospice. Alternatively, write to:

Chief Executive Officer, Keech Hospice Care, Great Bramingham Lane, Luton, LU3 3NT.

Your rights

- Any complaint you make will be treated seriously. Regardless of the outcome, it will not be held against you or affect any future care and treatment for you or your family.
- You can raise a complaint on behalf of someone else but, in these circumstances, we will need their consent for you to act as their representative. Where the person concerned is unable to give consent, Keech Hospice Care will need to establish your suitability to represent them before starting proceedings.
- If you are unable to put your complaint in writing, please telephone Keech Hospice Care on **01582 492339** to discuss your concerns or to arrange a meeting.
- If you need to raise your concern in a language other than English, please initially ask a representative to speak to us on your behalf so we can make arrangements to translate documents or use an interpreter.
- You have the right to confidentiality but the charity is unable to investigate anonymous complaints.
- You can make a complaint at any time but, to enable us to investigate the issue, it helps if you can do so within six months of the incident that caused the problem or the date you discovered the problem.

If you would like this information in other languages, please visit www.keech.org.uk/translate.



Where we provide care



■ Adult and children's service

■ Children's service



Keech Hospice Care, Great Bramingham Lane, Luton, LU3 3NT.
Registered Charity No. 1035089