

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

| | |
|-------------|--|
| Title: | |
| First name: | |
| Last name: | |
| Address: | |
| Postcode: | |
| Contact no: | |
| Date: | |

Returning your form

Please post this form in one of our comment boxes.

Alternatively, post this form to:

The Chief Executive
Keech Hospice Care
Great Bramingham Lane
Streatley
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 Keech Hospice Care is unable to investigate anonymous complaints.
- You can make a complaint at any time, but to enable Keech Hospice Care to fully investigate the issue, it helps if you can do so within six months of the incident occurring or the date you discovered the problem.

Published October 2009. revised April 2016 v5

If you would like this information in other languages, large print, braille, audio tape/CD or other formats please contact comms@keech.org.uk.

اگر آپ ان معلومات کو کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی ہماری رابطہ ٹیم (Communications Team) سے رابطہ کریں۔ رابطہ تفصیلات اس ورژن کے نچلے حصے میں درج ہیں۔ Urdu

Uwaga: Jeśli wolelibyście Państwo otrzymać poniższe informacje w innych językach, dużą czcionką lub w innych formatach (np. na kasecie, płycie, inne), proszę o kontakt z naszym Zespołem ds. Komunikacji Polish

যদি অন্য কোনো ভাষায় এই তথ্য চান, তাহলে অনুগ্রহ করে আমাদের কমিউনিকেশনস্ টিম (Communications Team) এর সঙ্গে যোগাযোগ করুন। এই প্রচারপত্রের নিচে যোগাযোগের বিস্তারিত তথ্য দেওয়া হয়েছে। Bengali

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਸੰਚਾਰ ਟੀਮ (Communications Team) ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਸੰਪਰਕ ਵੇਰਵੇ ਇਸ ਲੀਫ਼ਲੈਟ ਦੇ ਹੇਠਲੇ ਹਿੱਸੇ ਵਿਚ ਦਿੱਤੇ ਗਏ ਹਨ। Punjabi



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



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Comments, compliments & complaints

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

