

# Compliments, concerns and complaints

St Giles

Hospice Care



**It's your life,**  
and that's what matters.

**[www.stgileshospice.com](http://www.stgileshospice.com)**

## Offering praise, raising a concern or making a complaint

At St Giles Hospice we work very hard to provide the highest standards of care to all our patients and their families. To ensure we maintain these standards we appreciate any feedback you can give us.

We love to pass on positive comments to the hardworking staff who provide our services. However, we're also aware that we may not always get it right and we want you to feel comfortable about letting us know of any concerns you may have.

We believe any comments or complaints presented to us are an opportunity for us to learn and improve our services. We do this in a number of ways including team discussions, reviews or further training. We always anonymise information if we use this approach for wider learning.

### Letting us know about your concerns

If you have a concern you'd like to raise, you can talk to any member of staff. They will do their best to resolve the issue for you or, if more action is needed, they will speak to a senior manager.

If you prefer, you can call the hospice on **01543 432031** and speak directly with the Deputy CEO, Sarah Riches, or ask to meet her. Sarah ensures that any complaints or concerns we receive are handled appropriately.

You could also write directly to the Group Chief Executive, Emma Hodges at the St Giles Hospice address on the back of this leaflet.



## What happens then?

Should we receive a written complaint we will write back to you within two working days to confirm we have received your letter or email. A senior manager is then asked to look into your concerns. We may ask to meet you, or speak to you on the telephone, to help us more fully understand the problem.



We will do our best to give you a full reply as quickly as possible. We always aim to give a complete reply within 20 working days from receiving your complaint. If the issues are complicated it may take us longer to investigate fully. If this is the case, we will still write to you to update you.

## What if I'm still not satisfied?

If you feel you would like to take your complaint further, you can ask for the hospice's Board of Trustees to review your complaint. You can also inform our regulators, the Care Quality Commission, to make them aware of your complaint:

Care Quality Commission National Correspondence  
Citygate, Gallowgate  
Newcastle upon Tyne NE1 4PA  
Telephone: 03000 616161  
[www.cqc.org.uk](http://www.cqc.org.uk)

You may wish to contact the Healthwatch Staffordshire NHS Complaints Advocacy service on **0800 161 5600** or visit **[www.healthwatchstaffordshire.co.uk/nhs-complaints](http://www.healthwatchstaffordshire.co.uk/nhs-complaints)**

## **We're here for you...**

Whether you're living with a potentially incurable illness, caring for someone who is, or grieving over the death of a loved one, we're here to help. It doesn't matter what stage of the journey you're at. In fact, the earlier you speak to us, the better.

## **..because you're here for us.**

It costs more than £9 million to deliver the care we provide locally each year and there is a growing need for our services. Whoever you are, whatever you're interested in, there are lots of ways for you to support our life changing work and make a difference.

Find out more about how you can help us at [\*\*www.stgileshospice.com\*\*](http://www.stgileshospice.com)

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St Giles Hospice is registered with the Care Quality Commission



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