

# st michael's hospice

**Your views are welcomed and important to us. They tell us what we are doing well and where we can improve.**

At St Michael's Hospice we strive to deliver high quality care and support to patients and families, and to our supporters, good customer service and professionalism. However, sometimes we may not get it right and if that happens we would like to know about it as soon as possible to try and put things right or at least ensure we improve in the future. If you have a complaint or a concern, please raise it with a member of staff straight away.

We recognise the importance of openness and transparency and so under our duty of candour, we will acknowledge where we went wrong and be clear and swift in our apology. We will ensure the relevant people are informed and provide information and support to those affected. We will identify learning, and take steps to mitigate any risks and prevent it happening again.

We understand that you may feel uneasy about discussing issues with us because of a concern that it might affect your care, the care of a loved one or the relationships you have developed with our team. Please be assured that we will deal with any issues sensitively, quickly and in confidence and would welcome the opportunity of addressing whatever it is that is causing you concern.

## **Making a formal complaint**

We hope that your concern or complaint can be dealt with quickly and easily at the time it arises, and with the person concerned. However, there may be times when you do not feel satisfied with this and wish to take the matter further. Should you wish to make a formal complaint it should be made, ideally in writing, to the Chief Executive as soon as possible and preferably within six months of the incident that caused the problem.

## **Our response**

All formal complaints will be acknowledged within three working days, and a full response provided within 20 working days. Where this is unachievable, an explanation and update will be given.

In some circumstances it may be possible to resolve your concern immediately but if that is not possible, an investigation will be

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undertaken by an individual nominated by the Chief Executive; usually a manager at the Hospice. We will investigate your complaint to find out what happened and we may need to contact you for further information. You may be invited to attend a meeting to discuss particular issues. If you do not receive this offer but would like to have a meeting please ask us.

## Points to note:

- Any complaint you make will be treated seriously and regardless of the outcome it will not affect the care and treatment of 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. The Hospice is required to notify the patient's next of kin of any complaints made by anyone other than the patient or their next of kin
- If you are unable to put your complaint in writing please telephone the Chief Executive's PA on 01424 456367 to discuss your concerns or to arrange a meeting
- If you need to raise your concern in a language other than English, please ask a representative to speak on your behalf so we can make arrangements to translate documents or use an interpreter
- You have the right to confidentiality, but St Michael's Hospice is unable to investigate anonymous complaints.

You can make a complaint up to 12 months of the incident occurring, or the date you discovered the problem, but to ensure that facts can be more accurately recalled to enable the Hospice to fully investigate the issue, it helps if you can do so within six months.



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