



BIRMINGHAM
ST MARY'S
HOSPICE

**Compliments,
Complaints and
Suggestions**

Information for Patients,
Visitors and Supporters

Birmingham St Mary's Hospice is committed to delivering a high standard of service to anyone who is involved with us. Your views can help us to reach this commitment and to ensure continuing improvements to our service. If you feel uncomfortable about talking directly to a member of staff, please ask to speak to the Nursing Director or the Head of Support Services.

Compliments

We are always delighted to hear from anyone who has been satisfied or pleased with our services. Your cards and messages provide encouragement to the staff and volunteers who all contribute to providing care and support. Thank you.

Complaints

If you have a concern, or we fail to meet your expectations, please speak to a member of staff as soon as possible. You may speak to anyone of us and we will try to help or, if we cannot, we will call a manager.

Suggestions

If you have an idea or a suggestion about how our services might be improved for the benefit of future patients, visitors and supporters, please write it down and hand to a member of staff on reception. You do not have to leave your name and address, but if you do, we'll acknowledge your suggestion and let you know how we have responded to it.

Alternatively, telephone and ask to speak to one of them on **0121 472 1191**.

You may, of course, decide you want to write to someone about your concerns. If so, please address your letter to:

**The Chief Executive
Birmingham St Mary's Hospice
176 Raddlebarn Road
Selly Park
Birmingham
B29 7DA**

If you do have a complaint, please make it as soon as possible – your complaint will always be investigated and it is much easier for everyone to recall events and situations.

Information we will need from you

In order to deal with your complaint, we will need:

- An outline of the complaint, with as many facts as possible – dates, times, places and names
- If your complaint is on behalf of someone else, please give your name and address and indicate how you are related to the patient.
- The name and address of the patient, if applicable - this may be you or your relative

Patient confidentiality is very important to us, so if you are making a complaint on behalf of a patient, we may need to get consent from the patient, if this is appropriate. When we acknowledge your letter, we will enclose a consent form for completion by the patient – again, only if this is appropriate.

What happens next?

The Hospice's Compliments, Complaints and Suggestions Policy is intended to make it simple for anyone to bring matters which concern them to our attention.

Our aim is to:

- Give you an explanation in relation to the concerns you have raised
- Take steps to avoid or prevent recurrence, where that is appropriate
- Learn from complaints

We aim to acknowledge your complaint within three working days and to begin an investigation straight away by talking to all the people involved to try and understand what happened and why. We will then provide you with a full response to your complaint within ten working days or within thirty working days if a fuller investigation is required. If we cannot do this, we will contact you to explain what is happening.

Further action

If, following the above course of action you are not satisfied with the outcome you should make this known to the Nursing Director or the Head of Support Services

There are other options open to you; these include contacting the Hospice's Chairman of the Trustees at the Hospice address or telephone number. Alternatively, if your complaint is regarding patient care you can contact:

Care Quality Commission
Citygate, Gallowgate,
Newcastle upon Tyne,
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk

If your complaint is about fundraising activities you can ask the Fundraising Regulator to consider it:

Fundraising Regulator
2nd Floor CAN Mezzanine Building
49-51 East Road,
London
N1 6AH
Tel: 0300 999 3407
Website: www.fundraisingregulator.org.uk

Please note that complaints should be made to Fundraising Regulator, ideally, within two months of the Hospice's final response to a complaint. You can submit after, but if it's more than two months they may not be able to investigate effectively.



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E: info@birminghamhospice.org.uk

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