

Although we have a standard response time for each stage of the complaint process, we are aware that some complaints take more time to investigate than others.

In these cases we will inform you in writing about the anticipated length of the time involved. If you feel that your complaint has not been dealt with satisfactorily, you can ask for the complaint to be referred to Chief Executive Officer of the Hospice, or you can contact the Care Quality Commission (CQC).

You can approach the CQC at any stage of the investigation if you are unhappy with the process, and can contact them directly, instead of making your complaint to the Hospice, should you feel it more appropriate to do so. Advice on making a complaint about the Hospice is also available from the Charity Commission via their website.

If you have reached the final stage of the complaints process and you are still not happy, you can complain to the Parliamentary and Health Service Ombudsman.

Please be aware that if you are complaining on behalf of someone else we adhere strictly to the rules of General Data Protection Regulation 2018. If you are complaining on behalf of someone else we have to know that you have his/her permission to do so. Please contact the hospice for information regarding this process.

### Getting in Touch

*Please Email:*

Chief Executive Officer,  
St Rocco's Hospice

[enquiries@stroccos.org.uk](mailto:enquiries@stroccos.org.uk)



### Care Quality Commission

Northwest Citygate, Gallowgate  
Newcastle upon Tyne. NE1 4PA

Email: [enquiries.northwest@cpc.org.uk](mailto:enquiries.northwest@cpc.org.uk)

### Charity Commission

[www.charitycommission.gov.org](http://www.charitycommission.gov.org)

### Healthcare Ombudsman

[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

Tel: 0344 015 4033

### The Fundraising Regulator

[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

### Betting Adjudication Association

[www.ibas-uk.com](http://www.ibas-uk.com)

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Warrington  
WA5 0BW

Tel: 01925 575 780

Visit us at our website  
[www.stroccos.org.uk](http://www.stroccos.org.uk)

Follow us on



# Complaints & Concerns

[www.stroccos.org.uk](http://www.stroccos.org.uk)

Data Protection – The sharing of sensitive, personal information is strictly controlled by law (Data Protection Act 2018) which the Hospice complies with. This may include providing patient data to the Care Quality Commission if requested to do so.

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## Help us get it right

This leaflet is designed to give you information on how to raise a concern, or make a complaint about the services, supporting events, retail and lottery provided by St. Rocco's Hospice. We know that it is not always easy to raise a concern, or make a complaint, but we value your comments and feedback about our services as it enables us to put things right, or improve services for other patients families and all people involved in hospice services.

The staff at St. Rocco's Hospice are committed to providing care for patients, and their families, to the highest professional standards.

## Raising your concerns

If you, your relatives or your carers are unhappy with any aspect of your care, or service you receive or they, should speak with a member of staff who has been dealing with you in the first instance, as they may be able to sort the problem out straight away. Our staff should make every attempt to provide answers, resolve problems, and satisfy you at this stage.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. Sometimes you may consider that your concern cannot be resolved in this way.

The Hospice supports the NHS Improvement principles of Being Open. Being Open supports a culture of openness, honesty and transparency, and includes apologising and explaining what happened when something went wrong.

## What is a complaint

A complaint can be defined as follows:

'A statement, written or verbal, made by a patient, family member, carer, health or social care professional, to a member of staff regarding a problem with a service, with the expectation that corrective action will be taken.'

Where a complaint is made it will be acknowledged promptly and investigated following St Rocco's Hospice complaints procedure. All complaints will be dealt with informally/formally based on discussions with the complainant as to what they would like to happen as an outcome.

You can make an informal/formal complaint to the Heads of Department / Senior Nurse, either in writing or verbally, by asking for a meeting.

## If we get things wrong

WE WILL:

- Acknowledge your complaint and treat it seriously.
- Apologise where complaints are found to be justified and take steps to correct what has gone wrong, with the aim of preventing a similar problem in the future.
- Investigate your complaint thoroughly. You should expect to receive an initial written complaint response within two working days of us receiving it (unless a full response can be made within five days) and the process of an investigation will begin. A full response to your complaint will be available within twenty working days.
- Make a fair and unbiased decision.
- Keep you informed of the progress and outcome of your complaint.

