

Suggestions and Complaints Form

**Something to tell us?
We want to know.
We want to improve.**

If you want your complaint or suggestion investigated you can:

- Place this completed form in the box provided at the entrance of our hospice in Turnchapel.
- Post it to St Luke's Hospice at the address on the back of this leaflet.
- Email: info@stlukes-hospice.org.uk.
- Fax to: 01752 481818.

Suggestions

Please use this form if you have a suggestion to make

Summary of suggestion

Have you spoken to anyone at the Hospice about this suggestion?

Any other details

Complaints

Please give us the details of your complaint

What has happened? Who did it involve? When did it occur?

Who have you spoken to? What actions have you taken?

Please tell us what could be done to put the matter right

Any other details

**To find out more about
our Summary of
Complaints Procedure
please visit our website:
www.stlukes-hospice.org.uk**

Who You Are

If you would like a response please tell us

Your name _____

Your address _____

Postcode _____ Tel _____

Date _____

What happens next?

St Luke's Hospice Plymouth welcomes complaints and makes the following commitment to you: Your complaint will be dealt with sensitively, fairly and in confidence. You will get an initial response within 5 working days.

- If a group of people are making a complaint please nominate one member as a contact.
- If you would like help completing this form, please contact the Head of Quality and Compliance on 01752 401172 or jfdee@stlukes-hospice.org.uk
- The information provided will be recorded and retained for St Luke's use in conjunction with any other relevant information provided. The information will be used for the efficient administering of the complaint, and for analysis and improvement of the Hospice's services. The information held is available to those individuals involved in the investigation and administration of the complaint, as well as Hospice Trustees, Senior Management Team and any inspecting bodies. Further disclosure of the information held will only occur with the express consent of the complainant. The information will be retained for a maximum period of seven years after which it will be confidentially disposed of. Should you wish to raise an objection with regard to the processing of information as described above please contact Jeff Stephenson, Palliative Care Consultant on 01752 401172.
- If you would like a copy of the Hospice Complaints and Procedures document, please contact the Quality and Compliance Department.

Quality and Compliance Department: 01752 401172

www.stlukes-hospice.org.uk

Email: jfdee@stlukes-hospice.org.uk

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Working in
partnership
with



Originator: RM SS
Date: Oct 2015
Review: Oct 2018