

St Luke's Complaints Procedure for clinical services

We work hard to offer high standards of service at all times but sometimes things go wrong or not as well as you would expect. If you are unhappy with the service that we provide, we would like to hear from you so that we can improve and try to make sure your experience is not repeated.

How to make a complaint

If you have a concern, we would like to, if possible, sort it out straight away. Please talk to a member of staff who will seek to resolve it. If you do not feel comfortable doing this or are unhappy with the response you can:

Email your concern or complaint to quality@stlukes-hospice.org.uk

Call us on 01752 401172. You will be asked for your contact details and the appropriate member of staff will contact you.

Write to us, by sending a letter to this address:

Head of Quality & Compliance, St Luke's Hospice Plymouth, Stamford Road, Plymouth, PL9 9XA

Will your care be affected if you complain about our services?

Making a complaint will not affect the care you or your loved one receives in any way, and anything you say will be kept confidential and separate from clinical records.

What will happen when you make a complaint:

We will acknowledge your complaint within two working days from the date we receive it. Where possible, we will discuss your complaint with you to understand what has happened, explain the next steps, and agree how you would prefer to receive your response.

Your complaint will be recorded on our complaint system and allocated to a senior member of staff to investigate.

Following a full investigation, we will send you a written response (unless you have requested a different way to be contacted). We aim to complete this within 20 working days. If the investigation cannot be completed within this time, we will provide you with an updated timescale for completion.

We hope that you will be satisfied with our response to your complaint and that it will resolve the matter.

If you are not satisfied with our response

If you are not happy with our response and feel that we have not addressed your concerns, or that we have missed something, please let us know. We will see if there is anything further that we can do to resolve your complaint and try to address any outstanding issues.

If you are not happy with how we have dealt with your complaint and would like to take matters further, you **can contact our Chair of the Board of Trustees** or raise it with an external organisation -

The Parliamentary and Health Service Ombudsman deals with unresolved complaints about health services and care in England. You can contact them by visiting their website at <https://www.ombudsman.org.uk/making-complaint> or by phone on **0345 015 4033**.

The Care Quality Commission (CQC) regulates the care that we provide. They also provide information about making a complaint and can be accessed via the Care Quality Commission website at www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider. The CQC will take note of your complaint and if appropriate use it as part of their inspection process. They do not have an active role in dealing with individual complaints.

These two organisations are independent, and the service they provide is free.