

**Chief Executive
Freepost RTJT-UBBS-GGZR
St Gemma's Hospice
329 Harrogate Road Leeds
LS17 6QD**

Charity Commission
PO Box 1227
Liverpool
L69 3UG

www.charitycommission.gov.uk

Care Quality Commission CQC
National Correspondence
Citygate Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616 161
www.cqc.org.uk

329 Harrogate Road,
Moortown, Leeds, LS17 6QD

 www.instagram.com/stgemmashospice

 www.facebook.com/st.g.hospice



Registered Charity No. 1015941

V3 Oct 25



Comments, Compliments & Complaints



0113 218 5500

www.st-gemma.co.uk

St Gemma's Hospice

Our aim is to provide the best possible service to everyone who has contact with us. This may be within the In-Patient Unit, our Out-Patient services, in patients' homes or care homes, in our shops or at our fundraising events. We continually look for ways of improving the way we work. You are in the best position to judge how we are doing and we certainly need you to tell us when we get it wrong. When mistakes do happen we are committed to acknowledging them, apologising and putting things right for the future quickly and effectively. We are also pleased to receive letters of praise for our staff and volunteers, and for the service they provide.

You can make a complaint, a comment, a suggestion or compliment about an area of our work by writing to the Chief Executive, free of charge, at the St Gemma's Freepost address given on the back of this leaflet. Alternatively you can contact us as follows:

Phone: 0113 218 5500

Email: hello@st-gemma.co.uk

Website: www.st-gemma.co.uk

If you require help or support in making compliments, comments or complaints we can provide it to you. Someone else can also make a complaint on your behalf, with your consent.

What Happens to Compliments?

When you send a written compliment about our services, your comments will be passed on to the member of staff, team, volunteer or department that is being complimented. We often like to use examples of compliments or praise in our literature as an example of the type of support that we can give. If you provide your personal details, we will ask you for permission if we would like to use your comments.

What Happens to Comments and Suggestions?

Most issues can be quickly resolved by speaking to someone at the time. If something isn't right or you have concerns, we will try to sort things out straight away. You can speak to a staff member or request to see a manager. This often avoids the need for formal processes. Everyone's feedback, on the environment, care, food, gardens, staff, volunteers, management, or parking, helps us improve.

Please feel free to say what you feel. It would also be helpful if you could consider when you make these comments what you might suggest as a solution, if you feel able to. If you wish to make a written comment to the Chief Executive we will acknowledge your comment and will then provide a response to your comment within thirty working days.

What Happens to Complaints?

If you are not satisfied with the response to your comments or suggestions, or if you wish to make a formal complaint, you may speak with, or write to, the Chief Executive. When the Chief Executive receives a written complaint, we will correspond with you in the way you wish - by letter, email or telephone. We will confirm to you that we have received and recorded your communication within five working days.

A senior manager will investigate your complaint and the Chief Executive will aim to send a full response to you outlining their findings within thirty working days of the receipt of your communication unless there are complexities that make this impossible. In these circumstances we will let you know of the delay, and when we expect to report to you in full.

If we find the complaint is upheld we will let you know what we are doing to ensure matters are put right in order to prevent it happening again. If you are not happy with the way our Chief Executive responds to your complaint, you may write to the Chair of the Board of Trustees at St. Gemma's Hospice, who will consider the complaint made, the actions taken and our response to you, and consider whether any further investigation is required.

Anyone who makes a comment or complaint will not be discriminated against or treated differently by any member of staff for making such a comment or complaint. Details of comments and complaints will not be held on patient records and will not adversely impact on the care of any of our service users.

We are usually only able to respond to complaints that relate to circumstances that have arisen, or come to your attention, in the past 12 months, unless there are reasonable grounds for the delay and the complaint can still be investigated.

External Regulators

St Gemma's has a number of external regulators. Most of these require that you have notified St Gemma's of your complaint so that we can investigate it before you raise it with the regulator. Regulators include the Charity Commission, The Care Quality Commission (CQC), the Parliamentary & Health Services Ombudsman, the Fundraising Regulator and the Information Commissioner's Office.

We can provide details of other regulators who may be able to support you if you are dissatisfied with the way St Gemma's Hospice has responded to your complaint. You will find the contact details for St Gemma's Hospice on the back of this leaflet.