

The Hospice of St Francis aims to provide the highest standard of care to patients, families and carers affected by life threatening illness. We hope you will be pleased with all aspects of our care and services.



Comments

We are always interested to hear your views and comments. If you have any suggestions you can let us know by completing the attached form. You can, of course, telephone us or call in person.

Compliments

It is always reassuring and motivating for all of us to know that we are meeting the high standards of service and care that we set for ourselves.

If you are particularly pleased with the care you have received or the service we provide, we would be

delighted if you would let us know.

Again, you can complete the form at the back of this leaflet.

Complaints

Sometimes we do not get things right and we would like to hear directly from you if this is the case.

If you have any cause for complaint about any aspect of our care or service, do please let us know. You can do this verbally or in writing.

We will take your complaint seriously and investigate the matter promptly, and keep you informed.

All complaints will be dealt with sympathetically and in complete confidence.

If you have a complaint:

You may write or ask to speak to one of the **Senior Management Team** who will try and deal with your concerns straight away.

Or you can write to, or telephone, the **Director of Nursing & Clinical Governance** at the Berkhamsted address below.

Within two days you will be invited to come and talk to the appropriate Senior Manager to discuss your concerns.

We aim to resolve all complaints **within 20 working days**. Once an assessment and full investigation of your concern has been made we will share our findings with you.

If you are not satisfied with the result of the investigation, the Hospice Director will be pleased to meet with you to discuss this further.

If you are still dissatisfied following this, you may speak to a member of the Board of Trustees or the Care Quality Commission. Details are given in this leaflet.

We record every comment, compliment and complaint we receive. They are reported and discussed where appropriate and enable us to improve our care.

Thank you for helping us to constantly improve our services.

Contact Details:

**The Hospice of St Francis
Spring Garden Lane
Off Shootersway
Northchurch
Berkhamsted
Herts. HP4 3GW**

Tel: 01442 869550

Fax: 01442 877685

Email: admin@stfrancis.org.uk

You can also contact:

**Care Quality Commission (CQC)
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**

Please note:

CQC encourages service users to share experiences with them but cannot investigate individual complaints.