

# YOUR FEEDBACK MATTERS

## COMMENTS, COMPLIMENTS & COMPLAINTS



We want everyone to have the best possible experience of The Hospice of St Francis and are always interested to hear your views. You can comment on any aspect of our service from your experience of our care; to our shops, to our fundraising activities.

If you are particularly pleased with an aspect of our care do tell us but equally do let us know if we haven't got things quite right. You can speak to a member of our team at any time or pick one of the steps below. Your feedback is treated as confidential and can be anonymous if you wish but if you don't include your contact details we won't be able to discuss any concerns with you:

1. You can make your comments on the reverse of this form.
2. You can email us at [feedback@stfrancis.org.uk](mailto:feedback@stfrancis.org.uk)
3. You can call us on 01442 869550 (weekdays, 9am-5pm) and speak to Polly Traxler, Director of Governance, who is accountable for ensuring we look into complaints about our work.

If you have an immediate concern about the care of someone being cared for by us, please do speak to Fay Richardson, our Director of Care, on 01442 869550. Sometimes speaking out about care is not easy and we can arrange for a specially trained independent health advocate to support you to share your feedback. Finally, if English is not your preferred language please let us know and we will provide an interpreter to help.

You can also raise complaints directly with the following organisations:

Care Quality  
Commission   
[www.cqc.org.uk](http://www.cqc.org.uk)

Fundraising  
Regulator  Registered with  
FUNDRAISING  
REGULATOR  
[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

Office of the  
Information  
Commissioner   
[www.ico.org.uk](http://www.ico.org.uk)



**STFRANCIS.ORG.UK**

Registered Charity No. 280825

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## YOUR FEEDBACK

Please share your feedback below and place the form in the comments box in Reception. If you would like us to contact you about your feedback please provide your preferred contact details below:

First name \_\_\_\_\_ Family/Surname \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

Your feedback is treated as confidential. We may need to seek your consent to share what you tell us with our staff or managers at the Hospice because this will help us to act on what you have told us. We will only process your personal data for the purpose of your feedback. We will never sell or swap your details with anyone. Our Privacy Policy can be viewed at [stfrancis.org.uk/privacypolicy](http://stfrancis.org.uk/privacypolicy).

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