

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
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 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. If English is not your preferred language please let us know and we will provide an interpreter to help.

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 CEO will be pleased to meet you to discuss further.

If you are still dissatisfied following this, you may speak to a member of the Board of Trustees or the Care Quality Commission: www.cqc.org.uk

You can raise complaints directly with the following organisations:

Care Quality Commission  www.cqc.org.uk

Fundraising Regulator  Registered with FUNDRAISING REGULATOR www.fundraisingregulator.org.uk

Office of the Information Commissioner  www.ico.org.uk



STFRANCIS.ORG.UK

Registered Charity No. 280825

