

St Michael's hospice

Your views are welcome and important to us. They tell us what we are doing well and where we can improve.

At St Michael's Hospice we aim to deliver high quality care and support and good customer service to patients, families, and our supporters. However, we may not get it right every time and if so, we would like to know about it as soon as possible to try and put things right and ensure we improve in the future. If you have a complaint or a concern, please raise it with a member of the Hospice team straight away.

We recognise the importance of openness and transparency and so under our duty of candour, we will acknowledge where we went wrong and be clear and swift in our apology. We will ensure the relevant people are informed and provide information and support to those affected. We will identify learning, and take steps to prevent it happening again.

We understand and appreciate that you may feel uneasy about discussing issues with us because of a concern that it might affect your care, the care of a loved one or the relationships you have developed with our team, or one of the services the Hospice provides that you use. Please be assured that we will deal with any issues sensitively, quickly and in confidence and would welcome the opportunity of addressing whatever it is that is causing you concern.

Raising a concern or making a complaint

We hope that your concern or complaint can be dealt with quickly and easily at the time it arises, and with the person concerned. However, there may be times when you do not feel satisfied with this, or are still unhappy about what has happened, and wish to take the matter further.

Complaints and concerns can be made by:

- Sending a letter to the address
St Michael's Hospice,
25 Upper Maze Hill,
St Leonards on Sea,
East Sussex,
TN38 0LB
- Emailing info@stmichaelshospice.com
- Using the contact form on our website stmichaelshospice.com/contact
- Telephoning us on **01424 445177**
- Speaking to a member of our team in person

We would encourage you to raise your concern or complaint as soon as possible and preferably within 6 months of the incident that caused the problem.

Our response

Your concern or complaint will be logged. Concerns will be escalated to the relevant Director, and complaints to the Chief Executive. Details of how we use personal information can be found in our Privacy Notice, which is available at stmichaelshospice.com/privacy-notice

You should expect to receive an acknowledgement within five calendar days and a full response within 28 calendar days. Where this is unachievable, an explanation and update will be given.

In some circumstances it may be possible to resolve your concerns immediately but if that is not possible, an investigation will be undertaken by an experienced complaints handler; usually a manager at the Hospice. We will investigate your complaint to find out what happened and we may need to contact you for further information. You may be invited to attend a meeting to discuss particular issues. If you do not receive this offer but would like to have a meeting please ask us.

Points to note:

- Any matter that you raise will be treated seriously and regardless of the outcome it will not affect the care and treatment of you or your family or the service you receive from the Hospice
- You can raise a complaint/concern on behalf of someone else, but in these circumstances, we will need their consent for you to act as their representative. If the person is unable to provide consent, then additional checks may be required before any personal or sensitive information is disclosed.
- If you need to raise your complaint/concern in a language other than English, please ask a representative to speak on your behalf so we can make arrangements to translate documents or use an interpreter
- You have the right to confidentiality, but St Michael's Hospice is unable to investigate anonymous complaints/concerns, unless there is enough supporting information to help us understand what the complaint relates to
- You can make a complaint/raise a concern, up to 12 months after the incident occurring, or the date you discovered the problem, but to ensure that facts can be more accurately recalled to enable the Hospice to fully investigate the issue, it helps if you can do so within six months
- If you are not satisfied with the response you receive from the Hospice, details of the regulatory bodies you can escalate your complaint to are listed below:

<p>For patient services: Care Quality Commission</p> <p>Telephone: 03000 616161 Email: enquiries@cqc.org.uk Via website online enquiry form</p>	<p>For financial governance: Charity Commission PO Box 211 Bootle L20 7YX</p> <p>Telephone: 0300 066 9197 Via website online enquiry form</p>
<p>For trading: Charity Retail Association</p> <p>Telephone: 0300 030 1088 Email: mail@charityretail.org.uk Via website online enquiry form</p>	<p>For fundraising: Fundraising Regulator 2nd Floor, CAN Mezzanine 49-51 East Road London N1 6AH Telephone: 0300 999 3407 Email: admin@fundraisingregulator.org.uk</p>

For lottery:

The Independent Betting Adjudication
Service
PO Box 62639
London
EC3P 3AS

Telephone: **020 7347 5883**
Email: **ibasteam@ibas-uk.co.uk**

Gambling Commission
4th Floor
Victoria Square House
Birmingham
B2 4BP

Telephone: **0121 230 6666**
Via website online enquiry form



www.stmichaelshospice.com

Registered charity number 288462

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