



## How to make a complaint



# HOW TO MAKE A COMPLAINT

Dr Kershaw's Hospice aims to provide the highest standards of care and services to patients, families, carers and supporters. We hope you will be happy with all aspects of our care, services and communications.

## What Should I Do First?

If you have any concerns or wish to make a complaint, we encourage you in the first instance to speak to a member of staff as this way things can often be resolved promptly and satisfactorily.



Your comments help us to ensure we continually improve and develop the service we provide.



Your views can help us to make sure the quality of our care is consistently of a high standard, and if a problem arises, to put it right as quickly as we can.



## Our Pledge to You

We will, at all times, make every effort to provide a service and environment that will prevent the need to complain. However, we may not always get it right, if you have any concerns about any aspect of our service we welcome your comments.



### We have a complaints procedure that:

- ! Is easy to use
- ! Is aimed at complaints being resolved promptly and satisfactorily
- ! Ensures that we, as an organisation, listen and learn

## How Do I Make a Formal Complaint?

If you do speak to a member of staff and are unhappy with the outcome or wish to make a formal complaint, please put your concerns in writing to the:



### Complaint Resolution Lead

#### POST:

Dr Kershaw's Hospice, Turf Lane,  
Royton, Oldham, OL2 6EU

#### EMAIL:

complaints@drkh.org.uk

#### TEL:

0161 624 2727

- ! A written acknowledgement of your complaint will be sent to you within three working days of receiving it.
- ! If you would like to meet with the Senior Manager assigned to your concerns, this can be arranged.
- ! You can expect that the issues will be investigated thoroughly and a written response will be sent to you within 20 working days of receipt of your complaint, explaining the results of the investigation and any action taken.
- ! If it is not possible to send you a written response within 20 working days, the Complaint Resolution Lead will write to you and explain why.

## What Can I Do If I am Not Happy with the Outcome?

If you are unhappy with the outcome of the formal investigation or have any further concerns you can respond to the Complaint Resolution Lead so that every effort can be made to try and resolve any outstanding issues.

If and when the investigation is completed in its entirety you remain unhappy you will be advised to write to the Chair of the Board (Hospice) or alternatively the Parliamentary and Health Services Ombudsman:



### Parliamentary & Health Service Ombudsman

#### POST:

Millbank Tower, Millbank, London SW1P 4QP

#### TEL:

0345 015 4033

For comments or complaints about the service please contact our  
Complaint Resolution Lead:

**Post:** Dr Kershaws Hospice, Turf Lane, Royton, Oldham, OL2 6EU

**Tel:** 0161 624 2727     **Email:** [complaints@drkh.org.uk](mailto:complaints@drkh.org.uk)

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**Tel:** 0161 624 2727  
**24-Hour Advice Line:** 0161 785 5635

