



Claire House
CHILDREN'S HOSPICE

HELP US TO GET IT RIGHT



COMMENTS, COMPLAINTS AND FEEDBACK

HELP US TO HELP YOU!

COMMENTS, COMPLAINTS AND COMPLIMENTS

It's great to hear from people when things go well, but perhaps even more important to hear when things don't go according to plan.

It's part of the culture of Claire House to welcome comments, complaints and compliments so we can use them as opportunities to learn, adapt and improve the quality of the service the organisation provides.

This leaflet tells you how to raise a concern or pay a compliment and how you should expect your feedback to be handled.



WHEN SHOULD I COMPLAIN?

The simple answer is: anytime you feel that we have failed to deliver what we have promised, not met your expectations in any way or if you have any concerns about care provided. It is usually best if you are able to do this as soon as possible, so we can try and put it right for you as quickly as we can.

HOW DO I MAKE A COMPLAINT?

If you have a complaint, we'd like the opportunity to resolve it for you as soon as possible. In some circumstances it may be possible to sort it immediately, but where that is not possible, an investigation will be undertaken and a senior manager will report back to you.

The simplest way is by talking to a member of staff or by telephone. Our staff receive training on how to deal with such situations and will deal with your concerns sensitively. Depending on their position in the organisation, they may need to involve other members of staff to establish what has happened. They will make a written record of your complaint.

Alternatively, you can write a letter and send it to the address on the back page.

OPEN AND FAIR:

We work hard to act in an open and fair manner at all times. Please be assured that raising a complaint will have no impact on the care or support we give you, your child and/or other family members or affect any other professional relationships we have with you.

You may raise a complaint on behalf of someone else, but we will need to ensure that they consent to this and if making a complaint on behalf of a young adult, a member of the team will contact you to discuss consent for the complaint investigation.

You have the right to confidentiality. We will investigate anonymous complaints if we feel they merit it, but we are unable to report on them.

OUR PROMISE TO YOU:

If we have made a mistake, we will investigate the matter and get back to you as soon as we are able to. We will apologise and seek to resolve the situation as soon as possible.

OUR PLEDGES TO YOU:

- ✔ Your complaint will be acknowledged within 2-3 working days.
- ✔ Your complaint will be fully investigated.
- ✔ You will receive a response to your complaint within 7 working days (Fundraising and Retail) or within 20 working days (Care).
- ✔ If there is a delay, or we need to look into things further, we will send you an update on progress made within 20 working days and advise you of the anticipated date of when the investigation is expected to be completed.

Please note that while your complaint is being investigated, we may need to contact you for further information.

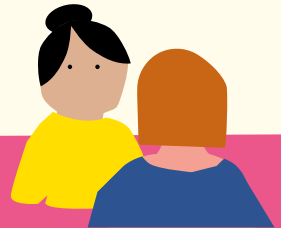
The managers and staff involved with your complaint may, if appropriate, invite you to attend a meeting to discuss particular issues. If you do not receive this offer, but feel a meeting would be beneficial, then please ask us.

NOT HAPPY WITH OUR RESPONSE?

TAKING IT FURTHER

We hope that any investigation into your complaint will resolve your issue, but if not you can ask to meet the CEO to discuss it further. The CEO can arrange for a review led by one of the Board of Trustees. You can also contact the Chair of the Board of Trustees who will re-investigate your complaint.

If you still remain dissatisfied, you may report your concerns to any of the organisations listed overleaf.



PAYING A COMPLIMENT

As well as wanting to know when things go wrong, we would also be pleased to hear any compliments you might have for our service or staff, comments on what we do well or any suggestions you have for changes or improvements to what we do. Comments like this help us to maintain and promote best practice across the whole organisation. Please feel free to talk to any member of staff, give us a call, drop us a message on Facebook or write to us at the address overleaf if you'd like to get in touch.

THANK YOU

CARE QUALITY COMMISSION

03000 616161

enquiries@cqc.org.uk

cqc.org.uk

FUNDRAISING REGULATOR

0300 999 3407

admin@fundraisingregulator.org.uk

fundraisingregulator.org.uk

CHARITY COMMISSION

0300 066 9197

gov.uk/government/organisations/charity-commission

GAMBLING COMMISSION

0121 230 6666

gamblingcommission.gov.uk



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