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We Value Your Feedback



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Our aim is that the information in this document will enable you to give us any feedback you have. Your feedback is important to Prospect Hospice as it will help us to better understand what we do well, and importantly, improve in those areas where we might not meet the high standards we set ourselves for all that we do.

Compliments

We are always happy to hear that we have done something well and we really appreciate compliments about our service. These will be recorded and shared with the relevant colleagues. We will use your compliments to improve our service.

Suggestions

If there is something you think we could do to improve our services please let us know. We consider all suggestions and we'll let you know whether we are able to use your suggestion to help us improve the service we offer.

Complaints

At Prospect Hospice we believe that everyone has a right to expect a good service from us and to have things put right if they do go wrong. Equally, we consider complaints to be a very valuable source of feedback, which provide us with an opportunity to improve our service and our reputation. We will take the opportunity to learn from your feedback and believe that complaints can help us to prevent an issue escalating and over time can reduce the number of complaints.

We will manage complaints fully and properly so that if something has gone wrong, we will ensure that we deal with your concerns appropriately. Complaint handling at Prospect Hospice is led from the top and is focused on the best possible outcome. We will handle complaints fairly and proportionately and be sensitive to you, recognising that the way we handle the complaint is as important as the complaint itself.

The procedure is intended to be clear and straightforward and easily accessible.

We have a Complaints Co-ordinator whose role is to ensure that the procedure is well managed and that decisions are delivered clearly and in a timely fashion, things put right where necessary and lessons learnt in order to improve our service to you.

Our Principles

When handling complaints we will:

1. Get it right in accordance with the law and relevant guidance
2. Be customer focused
3. Be open and accountable
4. Act fairly and proportionately
5. Put things right wherever we can
6. Seek continuous improvement

Our Procedure

Stage One

If you make a complaint we will always consider the facts and look for ways to put things right as soon as possible. But we may need to research or request further information from you or others to help us to respond fully and appropriately.

If you send your complaint by letter, email, or via our Facebook or Twitter accounts, please advise us of your telephone contact number and the Complaints Co-ordinator will ring you within two working days to acknowledge your complaint and to ask any questions about what you have said to make sure we are clear. We will also let you know our next steps.

If we are unable to contact you by the end of two working days, we will acknowledge your complaint by letter or email within three working days.

Initially we will aim to respond to the submitted complaint within 20 working days, following an investigation. If the complaint is complex, we will agree with you the date by which we will finish our investigations and suggest options to resolve your complaint. We will then contact you again within the agreed timescales with our full response.

Stage Two

Our aim is to resolve your complaint straight away. However, if you let us know you are unhappy with our response we will carry out a further review. Two senior managers will review information from you and the colleagues who have previously been involved with investigating and managing your complaint, liaising with the Complaints Coordinator to ensure all the facts have been gathered and considered.

One of the two senior managers will make contact with you within three working days of receiving your appeal against the stage one response.

They will agree a date by which they will respond to you with our final response. Initially we will aim to respond within 20 working days.

One of the two senior managers will contact you again once they have thoroughly reviewed the situation and provide their full response.

Should you not be satisfied with the outcome you have the right to discuss the matter with the Chief Executive if she has not been involved in the complaints process. Where she has been involved you will be offered the opportunity to discuss your complaint with Chair of the Board of Trustees. The appeal decision is final and will be confirmed in writing within three working days.

If you are unhappy with the outcome of stage two (the final stage of our internal procedure) you may refer your complaint to:

- The Information Commissioner's Office (ICO) if you have a concern about our information rights practices. Call the ICO helpline on 0303 123 1113.
- The Care Quality Commission (CQC) if you have a concern about our care standards, call 03000 616161 or email enquiries@qcq.org.uk.
- The Fundraising Regulator if you have a concern about fundraising, call 0300 999 3407 or email enquiries@fundraisingregulator.org.uk.

If English is not your first language and you need a translation, we can get one for you.

Bengali:

যদি ইংরেজি আপনার প্রথম ভাষা না হয় এবং আপনি একটি অনুবাদ প্রয়োজন, আমরা আপনার জন্য এক পেতে পারেন।

French:

Si l'Anglais n'est pas votre langue maternelle et vous avez besoin d'une traduction, nous pouvons l'obtenir pour vous.

Italian:

Se l'Inglese non é la tua prima lingua e ti occorre una traduzione, possiamo farlo per te.

Konkani:

Tuji ulovpachim bhaxa English nhui dusrim bhaxa uloitam anik tuka tujhem bhaxem amhi boroilolem zai zalear amcheanim tem tujhem bhaxem borovuk zatam.

Nepali:

यदि अंग्रेजी तपाईंको पहिलो भाषा होइन र तपाईंलाई अनुवाद चाहिन्छ, हामी तपाईंको लागि एक प्राप्त गर्न सक्छौं।

Portugese:

Se o inglês não é a sua língua materna e precisa de uma tradução, nós podemos providenciar-lhe uma.

Punjabi:

ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਅਨੁਵਾਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਇਕ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹਾਂ।

Somali:

Haddii aanu af Ingiriisigu ahayn luqad-daada kowaad oo aad u baahan-tahay turjumid, anaga ayaa mid kuu heli karayna.

Spanish:

Si el Ingles no es tu lengua materna y necesitas una traduccion, nosotros te lo podemos traducir.

If you need this in another format such as Braille, large print or audio please contact our Complaints Co-ordinator. We can also provide face to face interpretation services in many languages including British Sign Language.

If you want to make a complaint, compliment or suggestion you can do this in any of the following ways.

You can write to us at Prospect Hospice, Moormead Road, Wroughton, Swindon, SN4 9BY, call us on **01793 813355** or email **siobhainacott@prospect-hospice.net**.

Prospect Hospice

President HRH The Duchess of Cornwall

Address Moormead Road Wroughton Swindon SN4 9BY

Call 01793 813355

Email info@prospect-hospice.net

Visit www.prospect-hospice.net