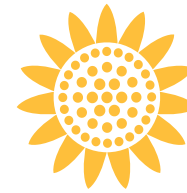


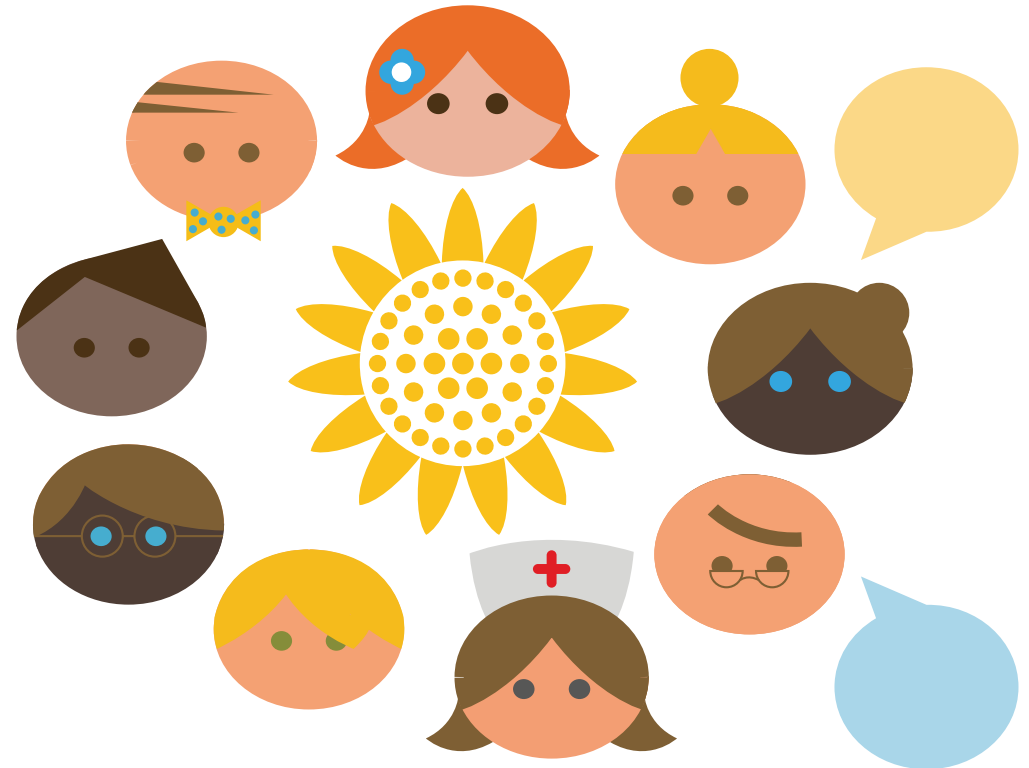
	Hospice 01904 708553
	stleonardshospice.org.uk enquiries@stleonardshospice.org.uk
	185 Tadcaster Road, York YO24 1GL
	@SLHYork
	stleonardshospiceyork
	stleonardshospice
<p>St. Leonard's Hospice York, is a registered charity, no. 509294 and a company limited by guarantee, registered in England and Wales, no. 01451533</p> <p>24/10/2019</p>	



St Leonard's Hospice
Caring for Local People



Compliments, Comments & Complaints



Let us know how we are doing

The aim of the Hospice is to enhance our patients' quality of life and to provide support to their families, carers and friends.

We are committed to providing a high quality service. This may be within the In-patient Unit, Sunflower Centre, Hospice@Home service, in our shops, through fundraising or at one of our events.

We would like to improve our service with your help. You are in the best position to tell us how we are doing. We enjoy receiving compliments and welcome comments on improving or changing our services. Sometimes we get it wrong and receive a complaint. Complaints are seen as a valuable source of feedback and as a way of changing what we do to improve the services we offer.

If you need help or assistance with a compliment, comment or complaint, please ask a member of staff.

What happens to compliments?

Your comments are passed onto the member of staff, volunteer, team or department being complimented. Compliments are always welcomed and once the comments have been circulated they are placed in a folder available to all staff, volunteers and Trustees.

Sometimes we may write to you and ask permission for your compliments or praise to be used in Hospice publications. We will ask you to confirm your agreement in writing. Personal details will be kept anonymous.

What happens to comments?

Comments are welcome to help us look objectively at what we do. We invite comments relating to all aspects of the Hospice from food and our care to the environment and the shops. When making a comment you may have a possible solution so please tell us. There are comment cards available in the Hospice Reception.

What happens when I complain?

Most concerns can be resolved quickly and easily by speaking with the Nurse in Charge, Department Manager or Shop Manager. Don't forget to ask for their name. If you would prefer, you may wish to write, speak, or email the Chief Executive or a senior member of staff if they are unavailable.

If we receive a written or email complaint we will send you an acknowledgment confirming receipt within 5 working days.

A senior manager will investigate your complaint and the Chief Executive will aim to send out a full response to you within 20 working days of receipt of your communication, unless there are complexities that make this impossible. In these circumstances a letter explaining the delay will be sent to you. If you are not satisfied with the response you may wish to seek further advice from:

Healthwatch York
FREEPOST
Healthwatch York, 15 Priory Street
York, YO1 6ET
Email: healthwatch@yorkcvs.org.uk

Making a fundraising related complaint

As a first step, please contact the Director of Income Generation or Chief Executive directly as we may be able to address any concerns you have. Please contact us at the details below in each case making sure you ask for, or address the correspondence to, the Director of Income Generation or Chief Executive.

If you are not satisfied with the response received, and you believe the Code of Fundraising Practice, which outlines the legal requirements and best practice expected of all charitable organisations across the UK, has been breached, you may wish to contact the Fundraising Regulator. The service is free and can be used by anyone who believes they have been affected by poor fundraising practice. Complaints should be made to within two months of the Hospice's final response to a complaint.

Fundraising Regulator
2nd Floor, CAN Mezzanine
49-51 East Road, London, N1 6AH
Tel: 0300 999 3407

To contact us please:

St Leonard's Hospice, 185 Tadcaster Road, YORK, YO24 1GL

01904 708553 enquiries@stleonardshospice.org.uk stleonardshospice.org.uk

Please direct your correspondence or telephone call to the Chief Executive, or Director of Income Generation