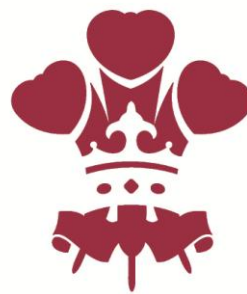


Making a complaint



THE
PRINCE
OF
WALES
HOSPICE

If at any time our care, facilities or fundraising fall short of the high standards we strive for, we encourage you to tell us at the time. We aim to learn from any complaint and take appropriate action to improve.

Please raise the issue with the most senior member of staff in the area concerned at the earliest opportunity. For example, this might be the Ward Sister or nurse in charge, the Facilities Manger or the Fundraising Manager. We will respond to verbal complaints promptly and courteously and attempt to resolve the issue.

If you wish to make a written complaint, please send your letter to:
David Stewart, Chief Executive, The Prince of Wales Hospice,
Halfpenny Lane, Pontefract, West Yorkshire WF8 4BG.

Your complaint will be investigated by the appropriate senior manager at the Hospice and you will receive a written response. This will include information about how to appeal our decision.

Complaints about our care

If, after the appeal process, you are not satisfied with our response or our handling of your complaint about our care, you may wish to contact the Parliamentary and Health Service Ombudsman: www.ombudsman.org.uk or 0345 015 4033.

Making a complaint about the Hospice will not prejudice your care now or in the future.

Complaints about fundraising

If, after the appeal process, you are not satisfied with the response or our handling of your complaint about our fundraising, you may wish to contact the Fundraising Regulator: www.fundraisingregulator.org.uk or 0300 999 3407.

Complaints about raffles / lotteries

If, after the appeal process, you are not satisfied with the response or our handling of your complaint about our lotteries, raffles or prize draws, you may wish to contact the Independent Betting Adjudication Service: www.ibas-uk.com or 020 7347 5883.

IBAS's service is available to the Hospice through the Hospice Lotteries Association.