

# Comments, compliments & complaints

**For your comments on any aspect  
of our service or activities**



Care. Compassion. Community.

## Help us get it right

The Prince of Wales Hospice is committed to the provision of high quality services and continuous improvement. Your comments help us to ensure everyone has the best possible experience with us. We are always glad to have feedback about any area of our services, both positive and negative.

This leaflet tells you how you can make a compliment, comment or complaint. You can use the form at the back to provide us with your feedback in writing.

If you have any questions or need help, please contact a member of the care team.

thank you!



## **How do I leave positive feedback?**

If you would like to tell us when something has gone well, you can speak to the member of staff personally, or you can fill in our feedback form.

## **Making a complaint?**

If we fail to meet expectations, we hope you will tell us. If you are unhappy with:

- a service or treatment provided by the Hospice;
- an activity organised or supported by the Hospice;
- or any action by an employee, or a volunteer when dealing with patients and/or families and carers or with the general public.

Please speak to a member of staff in the first instance, as we would like to take the opportunity to put things right straight away.

## **If I raise concerns or make a complaint, will this affect my future care?**

We assure you that your care will not be affected if you complain. We welcome feedback from our patients, families and visitors.

## **Who can complain?**

Anyone who is receiving or has received treatment, services or attended activities organised by or supported by The Prince of Wales Hospice. If you are unable to yourself then someone else, usually a relative or close friend can complain on your behalf. You can request a copy of our Complaints Policy from a member of staff.

## **Do I have to put my complaint in writing?**

No, wherever possible you should tell a member of staff about the complaint. In many cases, it will be possible to sort out the problem straight away. We will treat complaints with the same seriousness whether verbal or written.

## **What happens next?**

If the complaint is made verbally to a member of staff they will deal with it, but they will make a simple written record so we can be sure what the concern is about, we will ask you to sign this record to make sure that we have got all the facts right.

## **The complaints procedure**

Complaints are investigated and responded to in line with our Complaints Policy.

If your complaint cannot be resolved immediately it will be dealt with by the most appropriate member of our Collaborative Chief Executive Office. We will contact you in writing or telephone within two working days of receipt to explain what will happen next. If you would like to, we will offer a face to face meeting at the Hospice, as we find this is the best way to resolve concerns quickly. If this is not possible we can also offer video meetings or telephone calls.

Following this a full investigation will happen and, if you would like a further meeting this will be arranged within five days to give a full explanation of the findings of our investigation. We will send a full written response to you within 20 days.

On occasions it may not be possible to meet these timescales, if this is the case we will be in touch to explain why.

### **What if I am still unhappy?**

We take complaints very seriously and investigate each case in full. Every effort is made to understand what happened, to explain this to you and to make sure that any necessary changes are made to the way we work. If you are not happy with our response to you, please let us know so we can have the opportunity to address the areas/points with which you are still unhappy.

If you are still not satisfied and wish to take your complaint further, depending on the nature of your complaint, there are external bodies you can contact:

### **Complaints about our care**

The Parliamentary and Health Service Ombudsman:  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk) or 0345 015 4033.

### **Complaints about fundraising**

The Fundraising Regulator: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk) or 0300 999 3407.

### **Complaints about raffles / lotteries**

The Independent Betting Adjudication Service:  
[www.ibas-uk.com](http://www.ibas-uk.com) or 020 7347 5883.

### **If you have experienced poor care:**

If you have experienced poor care you can tell the Care Quality Commission who use this information when inspecting health and social care services including The Prince of Wales Hospice.

### **Complaints about how the Hospice is run as charity**

If you are not happy about how we run the Hospice as charity you can contact: The Charity Commission:

<https://www.gov.uk/complain-about-charity>

# Your comments

Please use this form to provide us with a comment at any time.

Are you a patient / visitor / supporter (please delete as applicable).

Your comments:

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Please hand this form to Reception or a member of staff, in confidence, alternatively you may post it to the address overleaf. If you wish to receive a reply please provide your name and address.

**Thank you for your feedback**

If you use the form in this leaflet, please return it to a member of staff or to the address below. No stamp is required.

**The Prince of Wales Hospice**  
**Freepost RTRT-RSHY-KBBX**  
**Halfpenny Lane**  
**Pontefract**  
**WF8 4BG**

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