

# Compliments, Complaints or Concerns

We aim to continually provide high standards of care throughout Rowcroft Hospice services. We welcome your views on your experience to help us further develop the quality of our services. There may be occasions when you feel that care has not been exactly as you would wish, or there is another aspect of our hospice service that concerns you. You may wish to make a complaint about care you or a family member has received or simply tell us how we are doing. This leaflet helps explain how you can make your views known.

## How to make a comment

There are a variety of ways you can express your views about your experience of our services. Within the inpatient unit you will find patient and family feedback forms available on the reception desk. These are also available on request from community team members and within our outpatient centre.

Throughout the year we will also be running patient and family satisfaction surveys which we welcome you to take part in. These are analysed by an independent company.

Alternatively you may wish to write to us or leave a comment on our hospice facebook or twitter pages.

## How to raise a concern or make a complaint

In the first instance please discuss your concern with a member of staff who will seek to resolve your concern. If you are still unhappy please contact the manager of the service who will arrange to see you at the earliest opportunity.





If you are still unhappy please write to the CEO of Rowcroft Hospice:

Mark Hawkins  
CEO  
Rowcroft Hospice  
Avenue Road  
Torquay  
TQ2 5LS

**01803 210801**

We will acknowledge receipt of your complaint within two working days. Your complaint will be fully investigated. We aim to complete this within 25 working days and we will write to keep you informed during the process, providing you with written feedback at the conclusion of the investigation.

In the event you are still not satisfied with the outcome of the investigation you can request that Rowcroft Board of Trustees hear your complaint. Finally, if you are still unhappy that your complaint is not resolved to your satisfaction you can write to the Health Service Ombudsman.

### **Health Service Ombudsman**

You can contact the ombudsman on **0345 015 4033**, or write to:

Parliamentary and Health  
Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

You can also visit their website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

### **Care Quality Commission**

You can raise any concerns with the Care Quality Commission on **03000 616161**.

You can also visit their website at [www.cqc.org.uk](http://www.cqc.org.uk)

If you require this information in an alternative format please call 01803 210800

For more information please:  
Call **01803 210800** or visit [www.rowcrofthospice.org.uk](http://www.rowcrofthospice.org.uk)