



HOW TO RAISE A CONCERN OR COMPLAINT ABOUT HEALTHCARE



KILBRYDE HOSPICE

Information for Patients, Families & Carers

Do you have a Comment, Complaint or Suggestion?

While we are always pleased to receive comments in appreciation of our services, we acknowledge we do not always get it right. We treat complaints seriously and **want to ensure that we learn from them, taking action to improve our services.** Our aim is to provide the highest standards of service and we welcome your comments and suggestions to assist us in achieving this aim.

How to make a complaint:

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint:

Within 6 months of the incident that caused the problem.

Or

Within 6 months from the time that you became aware of the problem (this is expected to be within 12 months of the date of the event).



What shall I do?

Our complaints procedure is designed to make sure that we resolve any complaints as quickly as possible. Once we receive your complaint we shall contact you within 3 working days to discuss how you would like the complaint taken forward and investigated. We will also agree with you a timescale within which a response will be forthcoming, setting out how the complaint was investigated, the evidence considered, the conclusions reached and any actions taken.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if appropriate
- Ensure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again

Who can complain?

You can complain or you can also complain on behalf of someone else if you have his or her permission in writing.

Should you wish to make a complaint, further details are on the back page of this leaflet.

About Kilbryde Hospice



Kilbryde Hospice is a voluntary independent hospice which exists to provide specialist palliative care to patients with life limiting progressive illnesses and to their relatives and carers. Services provided by Kilbryde Hospice are available to those people with palliative care needs. The service is provided free and does not discriminate on the basis of race, colour, faith, national origin, disability, sexual orientation, age or financial means.

We would like to hear from you!

We take all compliments, comments and complaints about our service seriously and deal with them in confidence. Kilbryde Hospice welcomes feedback on any of our services which can be submitted by post, or on our website.

www.kilbrydehospice.org.uk or by Email: info@kilbrydehospice.org.uk

Contact Us

Kilbryde Hospice
McGuinness Way
East Kilbride
G75 8GJ

01355 202020

Registered Scottish Charity No. 032424

Registered Company No. SC224366

Should you feel that your complaint has not been resolved by Kilbryde Hospice, you may contact Healthcare Improvement Scotland regarding services delivered within Kilbryde Hospice or within a person's own home.

Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB, Telephone 0131 623 4300
www.healthcareimprovementscotland.org

Kilbryde Hospice aims to communicate effectively with all patients and carers. This document is available in braille format for those who are visually impaired. A translated version is also available for those whose first language is not English.

To facilitate this service, please call 01355 202020, or Email your request to info@kilbrydehospice.org.uk