

**ellenor** improve services by listening to and learning from feedback.

Please speak to our staff at any time or place comments in the suggestion boxes.

You can remain anonymous, however, we will be unable to give you a response.

If you use our services as a patient, carer friend or family member; we always welcome current experiences and stories that you feel may help others in a similar situation, that can be shared at support groups, training or events.

You can also email on **info@ellenor.org** if you wish to provide any feedback.

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## COMPLIMENTS AND COMPLAINTS

Part of providing the best care and support for families, means being there for as long as a family needs us.

You can help us to be there, when we're needed.

Please speak to a member of staff or visit our website for ways you can help.

Thank you

[www.ellenor.org](http://www.ellenor.org)

ellenor is the operating name of Ellenor Lions Hospices a charity registered in England and Wales (1121561), and a company limited by guarantee (6302132). Registered office at Coldharbour Road, Gravesend, Kent, DA11 7HQ.

ellenor cares for the whole family

We value your comments, compliments and complaints. **ellenor** aims to provide the highest standards of care for you, your family and carers. We hope that you will be happy with every aspect of our care and service.

## COMMENTS

Any suggestions on how our services might be improved are welcome.

## COMPLIMENTS

It is very reassuring and motivating for us to know that we are meeting the high standards of care and service that we set ourselves. If you are particularly pleased with the service you receive, we would be delighted if you would tell us!

## COMPLAINTS- WHAT SHOULD I DO FIRST?

We recognise we don't always get things right. Please speak to a member of staff who will try to deal with your concerns immediately.

## WHAT IF I AM NOT HAPPY WITH THE RESPONSE TO MY COMPLAINT?

Please ask to speak with a member of the Senior Management Team, or you can contact the Director Of Patient Care at **ellenor**, Coldharbour Road, Gravesend, DA11 7HQ.

All complaints are taken seriously and fully investigated. You will receive a written acknowledgement explaining the process within two working days of receipt and a full written response within 20 working days.

## WHAT CAN I DO IF I AM NOT HAPPY WITH THE OUTCOME OF THE INVESTIGATION?

In the first instance, please contact the Chief Executive at **ellenor**, St Ronans View, East Hill, Dartford, DA1 1AE.

If you are still unhappy with the outcome, we recommend that you contact the Care Quality Commission on 03000 616161 or [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)