

# HELP US TO IMPROVE OUR SERVICES



We welcome your comments,  
compliments and complaints.

With your support we can continuously  
improve our services.

*ellenor.*<sup>x</sup>

hospice care in your home or ours

# OUR COMMITMENT TO YOU

**ellenor** recognises that comments, compliments and complaints are an important part of customer feedback.

We are committed to ensuring that our work is of the highest quality. We believe that through effective management and investigation of comments, compliments and complaints we can identify learning to achieve high quality work and continuous improvement in our services.

We want you to receive the support that you need. **ellenor** aims to provide the very best standard of care and service for you. We hope that you will be happy with the services and support you receive.



**We recognise that sometimes things do go wrong. If you are not happy with a particular aspect of a service you have received, we would like to know about it.**

At all times, we will try to be open to criticism and feedback, quick to admit our mistakes and apologise when we have done something wrong.

Here are some examples of when to make a complaint:

- **If you are not satisfied with a service(s) we provide**
- **If we do not follow our policies and procedures**
- **If you are unhappy with the service provided by a member of staff or volunteer**

We take every complaint and comment as useful feedback that we can use to continuously improve our services. This means that we really want to know about your experience, so please do not be afraid to let us know if you are unhappy with the services you receive.



# COMPLAINTS PROCEDURE

STAGE

1

## Raising your complaint – Informal

Raise your issue or concern with a member of staff as soon as possible. They will listen to your concern and make every effort to address your complaint and to let you know what they will do to remedy the issue.

If your complaint is not resolved to your satisfaction within 15 working days, you can move to Stage 2.

STAGE

2

## Formal Stage

If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated you can request your complaint to be escalated to Stage 2, directly using the complaints email: [feedback@ellenor.org](mailto:feedback@ellenor.org)

Your complaint will be investigated and we will respond to you within 30 working days.

STAGE

3

## Review

If you remain unhappy with the outcome of your complaint you can ask for a review of the complaint and the findings. This will be carried out by a director who will carry out a review of the complaint and response, as well as explore any further actions that might need to be considered. We will aim to send you a written response within 30 working days with the outcome of their findings.

STAGE

4

## Appeal

If you remain unhappy with the outcome of your complaint following Stage 3, you can appeal the decision.

To progress your complaint to Stage 4, you will need to inform the CEO in writing, that you wish to appeal the outcome of your complaint. The CEO will aim to send you a written response within 30 working days with the outcome of their findings and will ensure that the Chair of the Board has been informed.

### If you are still unhappy with the outcome

If you have completed Stage 4 of our complaints procedure and you remain unhappy with the outcome, you have the right to take your complaint to the following professional bodies:

#### **Kent and Medway Integrated Care Board (ICB) PALS and Complaints Team**

NHS Kent and Medway, 2nd floor, Gail House,  
Lower Stone Street Maidstone, ME15 6NB

Tel: 01634 335095

Email: [kmicb.complaints@nhs.net](mailto:kmicb.complaints@nhs.net)

#### **Charity Commission**

Visit: [www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)

#### **Fundraising Regulator**

Fundraising Regulator, Eagle House,  
167 City Road, London, EC1V 1AW.

Tel: 0300 999 3407.

Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)

#### **Care Quality Commission**

Tel 03000 616161, Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

# HOW TO CONTACT US:

We welcome your comments, compliments and complaints:



**01474 320007**



**feedback@ellenor.org**



**ellenor.org**



Scan the QR code to provide feedback using our online form



**Coldharbour Road, Northfleet,  
Gravesend, Kent, DA11 7HQ**



**@ellenorcharity**

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