

COMMENTS,  
COMPLIMENTS,  
COMPLAINTS AND  
CONCERNS

We value your comments, compliments, concerns or complaints. **ellenor** aims to provide the highest standards of service to you, your family and carers and to our supporters and customers. 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. Please speak with a member of staff or complete a comments card which can be found near reception.

## 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.

Please send us an email to [yourvoice@ellenor.org](mailto:yourvoice@ellenor.org) or write to us at:

**ellenor**, Coldharbour Road, Gravesend, DA11 7HQ.

## COMPLAINTS – WHAT SHOULD I DO FIRST?

We recognise we don't always get things right. If you are unhappy about the care or service you have received, 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/CONCERN?

Please ask to speak with a member of the Senior Management Team or, if this is related to patient care, you can contact the Director Of 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?

Please contact the Chief Executive Officer at **ellenor**, Coldharbour Road, Gravesend, DA11 7HQ.

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

You can email on [yourvoice@ellenor.org](mailto:yourvoice@ellenor.org) if you wish to provide any feedback.

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*



**ellenorcharity**

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

**ellenor** is a charity registered in England and Wales (1121561), and a company limited by guarantee (6302132).  
Registered office at Coldharbour Road, Gravesend, Kent, DA11 7HQ.