



**St Barnabas Hospices is a charity providing care through two hospices, St Barnabas House and Chestnut Tree House. St Barnabas House offers specialist palliative care to patients, their families and carers living in Worthing and the surrounding area. Chestnut Tree House, near Arundel, is the only children's hospice in Sussex and provides specialist palliative care to children and young adults. We provide specialist care to adults and children with advanced life-limiting illnesses and support for their families and carers. Both services aim to help those they care for to achieve their fullest potential within the limitations of their illness/condition.**

Information about all our services can be found in the relevant brochures, which can be requested from a member of staff, or are available on our website [www.stbh.org.uk](http://www.stbh.org.uk).

## Why we need your views

We strive to offer an excellent service. It is sometimes difficult for us to know whether we are getting it right or not. If we are doing well we would like to know, so that we can maintain and develop the good work. If any aspect of our service has not come up to your expectations we would also like to be told, so that we can try to improve what we are doing as a result of your feedback.

## How can I make my views known?

There are several ways that you can do this:

- ♥ You can talk to a member of staff.
- ♥ You can complete the tear off slip on this leaflet and post it in one of the post boxes within the hospice or send it to us.

- ♥ You can complete one of our feedback questionnaires which are available throughout the hospice – please ask a member of staff if you are unable to find one.
- ♥ You can email or write to us.
- ♥ You can contribute to policy or service development.
- ♥ You can contribute to the education we offer, either by becoming involved in education sessions or guiding us as to what you think is important for health care professionals to know from your perspective.

Please ask a member of staff for further information on any of the above.

## What if I want to make a complaint?

If you feel we have not got it right, please let us know so that we can improve the service for the future. Please be assured that:

- ♥ Your complaint will be treated in confidence.
- ♥ It will not be filed in the medical notes.
- ♥ It will not affect your/your child's treatment in any way.

Complaints can often be sorted out immediately so do not hesitate to make your views known to the person in charge of the department. If you would like to speak to someone from the Senior Management Team, please ask the person in charge to contact one of them.

If you are still unhappy, you should complain in writing to the Chief Executive. The address is on the back of this leaflet. Complaints normally need to be made within 6 months of the incident OR within 6 months of you realising that you have cause to complain (so long as this is not more than one year after the incident took place).

If you wish to make a complaint on behalf of someone else, we would need written consent from that person or his/her legal representative.

## What we will do

Whoever you speak to will listen to your complaint, investigate it by talking to staff, and do whatever they can to sort it out.

Our complaints policy follows the same process as the NHS complaints procedure. If you write to us with a complaint, we will acknowledge it in writing within two working days and ask the appropriate departmental manager to start a full investigation.

You should expect a full written response from us within 20 working days. If we expect to take longer (e.g. because staff involved in the investigation are away) we will write to explain the reasons for the delay and when we will be able to respond.

We hope the response will answer all of the points you raise. If you are not satisfied, you need to inform the Chief Executive who can arrange to meet with you, if you wish, or ask one of the Hospice Trustees to review how the complaint has been handled.

The Care Quality Commission, as our regulatory body, monitors our response to and management of any complaints we receive. Further information can be found at: [www.cqc.org.uk/guidanceforprofessionals/healthcare/guidanceforindependentstaff/dealingwithcomplaints.cfm](http://www.cqc.org.uk/guidanceforprofessionals/healthcare/guidanceforindependentstaff/dealingwithcomplaints.cfm) or their contact details can be found on the back of this leaflet.

We are unable to investigate complaints about care you have received within the NHS but can advise you on the procedure you need to follow.