



HOSPICE AT HOME  
WEST CUMBRIA

# Complaints

*Helping us to improve our services*



We realise that things can sometimes go wrong and people may not be happy with the service they have received. At Hospice at Home West Cumbria, we are committed to providing excellent service to all our service users as set out in our Hospice Charter. We value diversity and do everything we can to make our services available to as many people as possible. In order to improve and get things right, we welcome complaints and comments from our service users.

## Complaints are valuable as they:

- give service users the opportunity to provide feedback on our services
- give us the opportunity to put things right where mistakes have been made
- allow us to improve our services and make sure mistakes are not repeated
- enable us to tailor services to service user needs

## What is a complaint?

At Hospice at Home West Cumbria our definition of a complaint is:

- where we have failed to provide a service
- the standards of the service were not acceptable
- we provided the service in an unfair or discriminatory manner

Ideally, we would like you to feel comfortable enough to speak directly to the member of staff you have been dealing with. If you feel this isn't right for you, we have a formal complaints policy and procedure where we aim to resolve any complaint.

## Our Commitment

- we will nominate an individual to deal with the complaint
- we will make sure key employees are properly trained in complaint handling
- we will record complaints properly
- we will review complaints and give due consideration to any actions required
- we will identify trends in respect of complaints and review service provision accordingly

## Your Commitment

- you need to inform us of a complaint within 6 months of the problem occurring

## What will happen if I make a complaint?

Hospice at Home West Cumbria has a 2 stage process that is designed to support the effective management of complaints. It is expected that complaints will go through each stage in turn and should only be escalated to the next stage if the service user believes that the response is unclear, unhelpful, incomplete or inaccurate in some respect. A complaint can be resolved at any time during the two stages.

### Stage One

We will aim to contact you within 2 working days of receiving your complaint.

#### We will:

- contact you to introduce ourselves and confirm the complaint has been received
- ask you for more details about the complaint and ask you what you would like to happen as a result of your complaint
- try to resolve the complaint and agree with you what will happen next

We will undertake an investigation within 10 working days and will contact you with a full explanation. This will include what we have found, our proposals and recommendations, and whether or not the complaint has been resolved.

### Stage Two

If you are not satisfied that we have resolved the complaint at Stage One, you can come back to us within 30 days to tell us you are not happy. You need to inform us why you are not happy and advise us what you think we should have done at Stage One.

#### We will:

- contact you within 3 working days of you asking us to move the complaint to Stage Two
- allocate a senior manager or the chief executive to investigate and review the decision and decision-making process
- contact you within 20 working days to let you know the outcome of the investigation and review
- inform you of anything else we plan to do to resolve the complaint

If you are still not satisfied with the decision we have made you may contact the Charity Commission at <https://www.gov.uk/complain-about-charity>. Or call their helpline on 0345 015 4033.

If the complaint is regarding a fundraising activity, it can be referred to the Fundraising Regulator: 2nd Floor CAN Mezzanine Building, 49-51 East Road, London, N1 6AH. Or call them on 0300 999 3407.

# How do I make a complaint?

You can make a complaint by contacting us:

- in person at any Hospice at Home West Cumbria office
- by telephone 01900 705200 or 01900 873173
- by e-mail [complaints@hhwc.org.uk](mailto:complaints@hhwc.org.uk)
- by letter to:

Julie Monk  
Hospice at Home West Cumbria  
Therapy and Information  
Centre 10 Finkle Street  
Workington  
Cumbria  
CA14 2BB

You can ask someone to contact us on your behalf or ask for the assistance of other organisations such as:

- the Citizen's Advice Bureau
- any voluntary or charitable organisation with the use of facilities and information if you have a disability, you need assistance with communication, or if English is not your first language.



HOSPICE AT HOME  
WEST CUMBRIA

*Enhancing life, excelling in care*


## Head Office

Hospice at Home West Cumbria, Therapy and Information  
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