



HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care

Registered Charity No. 1086837

E A S Y R E A D

HOW TO GIVE US FEEDBACK OR MAKE A COMPLAINT

2024



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This booklet uses easy words and pictures to help you find out how to make a complaint about our services.



You might want someone to help you look at this information so that you can talk about it.



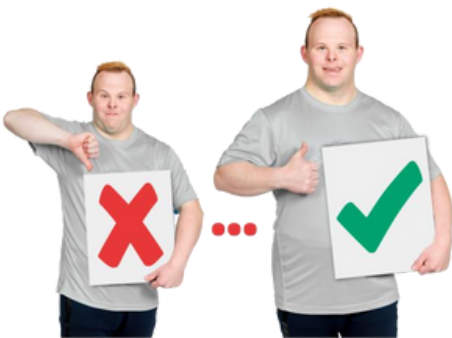
Your feedback is important to us. We want to know what you think of our services.



We use what you tell us to improve what we do.



Sometimes we don't always get things right



You can let us know by making a complaint. This will help us to learn and improve.



10 days

When we receive a complaint, we will aim to respond within 10 days.



20 days

We sometimes need extra time to look at a complaint in more depth. If this happens, we will contact you within 20 days.



Not very often and only when things are very complicated we may not be able to answered your complaint in 20 days.



If this happens, we will keep in touch with you and explain what we are doing.



If you would like to make a complaint, please contact Julie Monk our Chief Executive or Lorraine Dixon our Head of Care and Quality.



You can call Julie on:
01900 873173



You can call Lorraine on:
01900 705200



You can email us at:
complaints@hhwc.org.uk



Or you can write to Julie or
Lorraine at the following address



Therapy and Information Centre
10 Finkle Street
Workington
CA14 2BB



If you would like to view an easy read version of our complaints policy, please telephone us on: 01900 705200



If you have any questions, please telephone us on: 01900 705200



Thank you for your feedback.