HOSPICE AT HOME
WEST CUMBRIA
Enhancing life, excelling in care

easy read

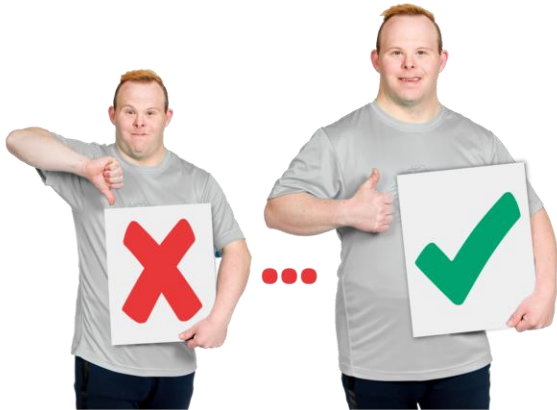# How to Give us Feedback or Make a Complaint.

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

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

made with photosymbols®

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.

If you are pleased with our services and found them helpful, we would like to hear from you.

You can tell us what you think about our services by telephone.

01900 873173

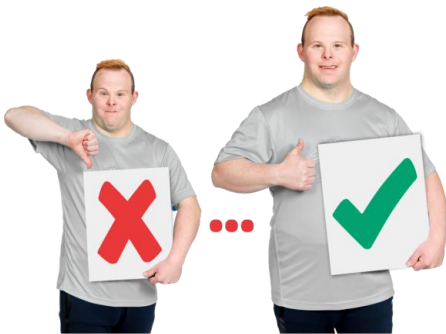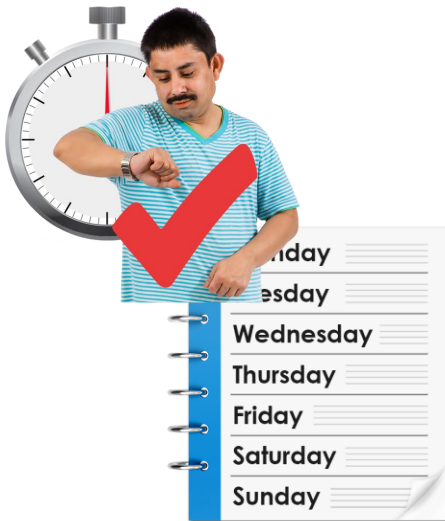Or email us at:

info@hhwc.org.uk

Or write to us at:

Hospice at Home West Cumbria.
Upper Floor,
Cumbria House,
New Oxford Street,
Workington,
Cumbria, CA14 2NA

Sometimes we do not 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 this following address:

Hospice at Home West Cumbria.
Upper Floor,
Cumbria House,
New Oxford Street,
Workington,
Cumbria, CA14 2NA

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.