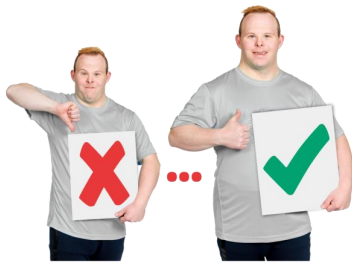




# Hospice at Home West Cumbria How to Make a Complaint



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



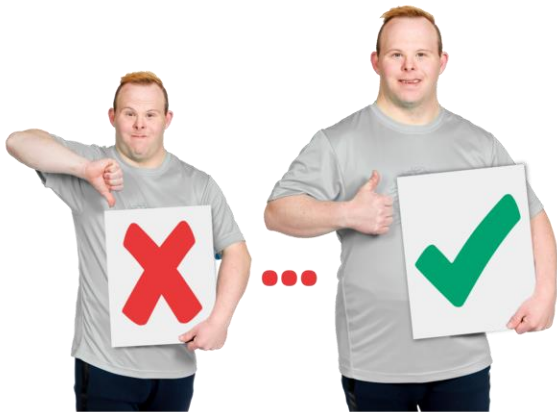
You might want someone to help you look at this information so that you can talk about it.



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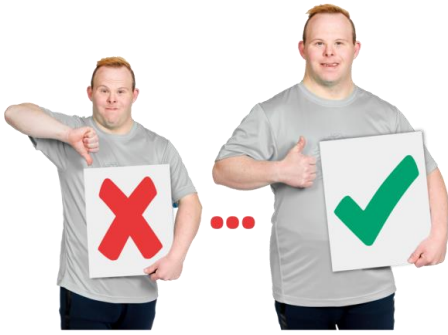
Your feedback is important to us.  
We want to know what you think of our services.



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



Sometimes we do not get things right.



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



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

# 10 days



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

# 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 contact 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](mailto: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.