



**Northern
Ireland
Hospice**

Patient and Carer information

Complaint or Concern?



Your opinion matters to us.

We are constantly striving to provide and maintain high quality services to patients, families and other service users and stakeholders. We welcome feedback on the services provided so that we can learn from your experiences.

Let us know what you think. If you have any comments or queries please talk to a member of staff or ask to speak to the nurse in charge so that we can quickly resolve any problems.

Making a complaint does not affect your rights and will not result in the loss of any service you have been assessed as needing.

Who can make a complaint?

Anyone who uses any of our services can make a complaint. You can also make a complaint on someone else's behalf, although you will generally need their consent.

How to make a complaint?

You can make your complaint in the way that best suits you. This can be face to face, on the telephone, in a letter or by e-mail. It would be helpful if you would provide us with the following details:

- Your contact details (day time telephone number or mobile, and address).
- The details of your complaint
- Where and when the event that caused your complaint happened; and
- Where possible, what action you would like us to take.

You should make your complaint as soon as possible, ideally within six months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event.

Our Complaints Manager is here to help you and can be contacted at:

Northern Ireland Hospice
Head Office
18 O'Neill Road
Newtownabbey
BT36 6WB

Tel: 02890 781 836

Email: information@nihospice.org

What will happen next?

Your complaint will be acknowledged in writing within 2 working days of receipt. We will aim to respond to your complaint in full within 20 working days. Some complaints take longer to resolve than others. We will let you know if it becomes clear that we can't respond within these timescales, and we will explain why.

Alternatively, the Patient and Client Council can provide free and confidential advice, information and help to make a complaint. This might include assistance with writing letters, making telephone calls, and supporting you at any meetings you might need to attend. You can get more information on the services provided by the Patient and Client Council at www.patientclientcouncil.hscni.net or by phoning freephone 080 0917 0222.

Specialist advocacy services may also be available to help you through the process of complaining. Our Complaints Manager or the Patient and Client Council will be able to provide you with further details of this support.

What to do if you're still not satisfied?

If you are not satisfied with our response to your complaint, you can contact us again and we will do our best to resolve your concerns.

You can do this by writing to the Chairperson of our Board of Trustees at the address overleaf who will investigate your complaint further.

If your complaint relates to a fundraising issue and you are unhappy with the response you can refer your complaint to the Fundraising Standards Board for Scotland and Northern Ireland.

Fundraising Standards Board For Scotland and Northern Ireland

1st Floor
Thistle House
91 Haymarket Terrace
EDINBURGH
EH12 5HE
T: 0845 688 9894

The Regulation and Quality Improvement Authority will monitor how complaints about regulated services are handled.

Regulations and Quality Improvement Authority

9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT
T: 028 9051 7500

Help us
to continue
caring



There is no charge for hospice care. It is available on the basis of need. We depend mainly upon legacies and donations to provide this service. From making a donation, to taking part in an event, or leaving us a gift in your Will, find out how you can help more patients receive the care and support they need. Visit **nihospice.org** or contact our fundraising team on **028 9078 1836** or email **fundraising@nihospice.org**

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