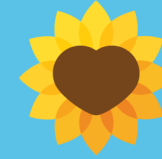




**East Cheshire
Hospice**
Where people come to live



**East Cheshire
Hospice @Home**
Here when you need us most



Hospice at Home

Customer Service: complaints,
feedback & suggestions

East Cheshire Hospice @Home

Millbank Drive

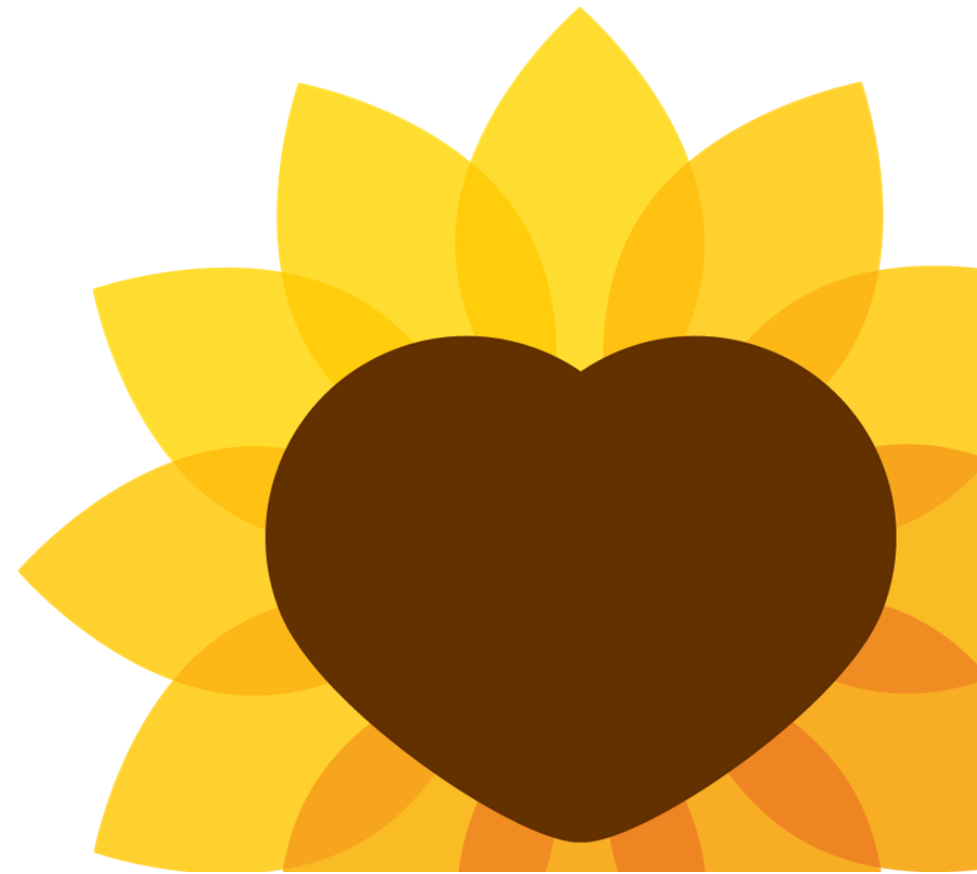
Macclesfield

Cheshire SK10 3DR

Phone: 01625 664999

Email: hospiceathome@echospice.org.uk

www.eastcheshirehospice.org.uk



As an organisation, we value the feedback we receive, and we use it to evaluate, develop and improve our services.

We will, at all times, aim to provide such a high quality service and environment that there is no cause for complaint. However, if you have concerns or suggestions about any aspects of our service we would welcome your comments.

We aim to deal with complaints/feedback/suggestions in a swift and effective manner which ensures complete fairness for both staff and complainant.

We have a procedure for dealing with feedback which is explained in this leaflet, but we recognise that this needs to be responsive and flexible depending on the circumstances.

We aim to provide a complaints/feedback procedure that is:

- Easy for patients, carers and visitors to use
- Enables complaints to be resolved quickly
- Responsive to the results of complaints so that actions are taken to stop the issues happening again.

If you have a complaint/suggestion, please speak to the senior manager in charge of the Hospice @Home service (or complete a feedback form if you would prefer, these are available on request).

Please explain your complaint/suggestion or worries, and we will try to resolve them straight away. We will do our best to sort out any problems immediately. However, if you would like to discuss the issue further, please feel free to ask to speak to a more senior clinical or service operational manager

If you are not satisfied with the result of this discussion, you can telephone or write to the Hospice Director with your concerns which will then be dealt with as a formal complaint. Our contact details are:

East Cheshire Hospice
Millbank Drive
Macclesfield
Cheshire
SK10 3DR

Tel: 01625 610364

Email: admin@echospice.org.uk