

Pilgrims Hospices is committed to providing exceptional customer service. While every effort is taken to provide exceptional service, sometimes mistakes are made.

When something goes wrong we need you to tell us about it. This will help us improve our standards.

The people who can best deal with most concerns are those who provide the service. We can normally resolve concerns, mistakes and misunderstandings quickly. However, if we cannot sort out your problem this way, the complaints procedure is here to help you.

Your complaints are important to us

They help us to:

- Put things right when they go wrong
- Listen and learn
- Change and improve the way we provide our services.

How to complain

We want to make it as easy as possible for you to let us know if you feel something has gone wrong.



You can complain:

- in person
- in writing to any of our hospices
- by email: eastkent@pilgrimshospices.org
- by telephone.

In the first instance, if possible raise your complaint with the member of staff responsible for the service about which you are complaining. If the matter cannot be resolved promptly or fully, or if you choose to put your complaint in writing, it will be forwarded to the Chief Executive. The complaint will be investigated fully and an interim or final response will be sent to you within 20 working days.

Our complaints procedure

We have a simple procedure for complaints:

Stage one

We will acknowledge your complaint within two working days of receipt enclosing a copy of this procedure. The acknowledgement will tell you who will be handling your complaint and when you can expect a response.

We aim to respond to your complaint within 20 working days. If we foresee any reason why this will not be possible, we will contact you and give you a new date for our response.

Stage two

Complaints are generally resolved at stage one, however if you are not satisfied with the outcome, you can take the matter further. We will include details of how you do this in your stage one response.

At stage two, your complaint will be reviewed by the Chair of Quality and Governance Committee who will notify you of the timescale of the review (usually 25 working days).

Stage three

If you are still not happy after the stage two response, you can take your complaint for further review to:

- **Complaints about care:** to the local ombudsman by completing an online complaint form at www.lgo.org.uk or by telephone 0300 061 0614.
- **Fundraising complaints:** to the Fundraising Regular, 2nd Floor, CAN Mezzanine Building, 49 - 51 East Street, London, N1 6AH.
- **Lottery complaints:** to the Gambling Commission, Victoria Square House, Birmingham B2 4BP.



About Pilgrims Hospices

Each year Pilgrims Hospices supports thousands of local people living with a life limiting illness.

We have a wide range of services. How we support you and your family will depend on what you need and want.

Our Wellbeing and Social Programme can help you, and your family, to live well in mind and body earlier in your illness.

We also run clinics in the community and can offer support and advice in people's own homes. Together, our nurses, therapists and doctors can help you to stay independent for as long as possible.

Our highly-trained staff also support choices for end of life care: with care available through our dedicated Hospice at Home team or one of our three inpatient units.

Pilgrims Hospices is a charity. Our generous local community gives us 75% of the funding we need each year.

To find out more about our services, or how you can get involved as a supporter or volunteer, visit: www.pilgrimshospices.org



Making a complaint helping us to improve



Registered Charity Number: 293968

56 London Road, Canterbury
Kent CT2 8JA

t 01227 459700/812612
f 01227 812606

Hythe Road, Willesborough
Ashford, Kent TN24 0NE

t 01233 504100
f 01233 504132

Ramsgate Road, Margate
Kent CT9 4AD

t 01843 233920
f 01843 233931



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www.pilgrimshospices.org email eastkent@pilgrimshospices.org Pilgrims Hospices in East Kent is a company limited by guarantee. Registered office 56 London Road, Canterbury CT2 8JA. Registered charity no 293968 and as a company in England no 2000560.