



Making a complaint

Helping
us to improve

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:
corporate.office@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 a member of the Executive Management Team for investigation.

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 a sub committee of the Board of Trustees relevant to the nature of your complaint, and also forwarded to the CEO. They 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 Parliamentary and Health Service Ombudsman by completing an online complaint form at **www.ombudsman.org.uk** or by telephone **0345 015 4033**.

Fundraising complaints:

to the Fundraising Regulator by completing an online complaint form at **www.fundraisingregulator.org.uk** or telephone **0300 99 3407**.

Lottery complaints:

to the Gambling Commission, online at **www.gamblingcommission.go.uk** or telephone **0121 230 6666**.



About Us

Pilgrims Hospice is a charity that has provided end-of-life care and support to individuals and families across east Kent for over 40 years.

Our mission is to make a meaningful difference in the lives of individuals in east Kent who are facing the last year of life.

We offer a full range of services, including wellbeing and bereavement support, symptom management, and practical assistance, free of charge to anyone in east Kent with a life-limiting condition.

Our vision is of a community where people with a life-limiting-illness and their family and friends are supported and empowered to live well in mind and body until the very last moment of their life.

Our services are FREE of charge, and with only approximately 20% of our funding coming from the government, we need to rely heavily on the generosity of people from our local community.

Please consider supporting your local hospice by donating, volunteering, or getting involved in our fundraising events. With your support, we can continue to make a meaningful difference in the lives of those facing life-limiting conditions across east Kent.



Email: eastkent@pilgrimshospices.org

Visit: pilgrimshospices.org

[f](#) pilgrimshospices [x](#) @PilgrimsHospice

Ashford

Hythe Road, Willesborough,
Ashford, Kent TN24 0NE

Canterbury

56 London Road, Canterbury,
Kent CT2 8JA

Thanet

Ramsgate Road, Margate,
Kent CT9 4AD

Pilgrims Hospices in East Kent is a company limited by guarantee. Registered charity number: 293968.
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