



together
we care

How to make a comment, suggestion or complaint about healthcare

Working to improve our services

If you have any questions about our services
we will be happy to help: please drop in or call us.

Ardgowan Hospice, 12 Nelson Street, Greenock PA15 1TS

Email: info@ardhosp.co.uk Telephone: **01475 726830**

You can also read about our services on our website at
ardgowanhospice.org.uk and keep in touch with all the latest news by
following us on Facebook www.facebook.com/ardgowanhospice,
Twitter twitter.com/ArdgowanHospice or Instagram.



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Do you have a complaint?

Whilst we are always pleased to receive comments in appreciation of our services, we acknowledge we do not always get it right.

We treat complaints seriously and want to ensure that we learn from them, taking action to improve our services.

When to make a complaint

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible—ideally within a matter of days or at most a few weeks—because this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem.

Or

- Within 6 months from the time that you became aware of the problem (this is expected to be within 12 months of the date of the event).

How to make a complaint

In person: ask to speak with Linda McEnhill, Chief Executive Officer.

By telephone: call 01475 726830, and ask to speak to Linda McEnhill, Chief Executive Officer.

In writing: some complaints may be easier in writing—please give as much information as you can, then send to Linda McEnhill, Chief Executive Officer Ardgowan Hospice, 12 Nelson Street, Greenock PA15 1TS.

as soon as possible.

By Email: CEO@ardhosp.co.uk

By visiting our website:

www.ardgowanhospice.org.uk

Alternatively you may contact our regulatory body directly at: Healthcare Improvement Scotland, Independent Healthcare Team, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB

Email: hcis.clinicregulation@nhs.net

Telephone: 0131 623 4342

What we will do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall contact you within **3 working days** to discuss how you would like the complaint taken forward and investigated.

We will also agree with you a timescale within which a response will be forthcoming, setting out how the complaint was investigated, the evidence considered, the conclusions reached and any actions taken.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if appropriate

We promise to:

- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again

Who can complain?

You can also complain on behalf of someone else if you have his or her permission in writing.

Help us to get it right

We are constantly trying to improve the service we offer. Please let us know if you have suggestions as to how we can do something better.

Do you have a suggestion or compliment?

Our aim is to provide the highest standards of service and we welcome your comments and suggestions to assist us in achieving this aim.

If you are a patient or a member of the family, you are in the best place to tell us what worked and what you would like to see happen in future.

We would also like you to have the opportunity to compliment a particular service or member of staff. We will always consider your comments and pass on your compliments.