

Oakhaven is absolutely committed to continuously improving the quality of care and the services it provides, and we always aim to ensure the satisfaction of its users and supporters. Oakhaven is accountable for its services, and welcomes views, comments and complaints from its service users. It is the intention of Oakhaven Hospice Trust to deal with complaints, verbal and written, in a swift and effective manner, which ensures complete fairness for both staff and complainant.

If you are not satisfied you can contact the Chief Executive in writing at:

Oakhaven Hospice
Lower Pennington Lane
Lymington
Hampshire SO41 8ZZ

If you are still not satisfied you can report your concern to one of the following regulatory bodies.. But we would ask that you give us every opportunity to resolve your concern in the first instance.

Care Quality Commission
(for complaints relating to clinical care only)

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PS

Phone: **0300 616 161**
Email: **enquiries@cqc.org.uk**

Fundraising Standards Regulator:
(for complaints relating to fundraising)

2nd Floor,
CAN Mezzanine
49-51 East Road
London,
N1 6AH

Telephone: **0300 999 3407**
Email: **admin@fundraisingregulator.org.uk**

Charity Commission
(for serious complaints relating to the governance of the charity)
www.gov.uk/complain-about-charity

Complaints

How to comment or
complain about our service.



Lower Pennington Lane, Lymington
SO41 8ZZ
Phone: 01590 670 346
www.oakhavenhospice.co.uk

Oakhaven welcomes and encourages feedback – good or bad. We believe that honest feedback helps us to improve our services. We know that on occasions we will get things wrong and when we do we will want to learn from that experience to improve our services.

If you would like to make a comment or complaint there are a number of ways in which you may do this. This leaflet outlines the way in which you can comment or complain.

How to make a comment, complaint or concern:

1. You may wish to speak with a member of staff.
2. You may wish to leave a comment in our comments box.
3. You may wish to record a comment on our online facility at **www.careopinion.co.uk**
4. You may wish to make a formal written complaint.

Speak with a member of staff:

If you have a comment or concern it is probably best in the first instance to speak with a member of staff. They will listen to your concern and do everything they can to resolve it. If they are unable to they will speak with their manager and you may wish to ask to speak with their manager.

If you have concerns about any aspect of clinical care, one of the Doctors or Senior Nursing team would be very happy to sit down with you to understand your concerns and discuss them.

Leaving a comment:

We welcome all feedback and encourage patients and visitors to leave comments as they wish. This can be done in our comments box, if you are unsure where this is please ask. Alternatively we would encourage you to leave comments at www.careopinion.org.uk. If you enter Oakhaven Hospice in to the search bar of this website you will be able to leave comments that are open to the public.

A formal complaint:

If you are unable to resolve your concerns by speaking with a staff member or their manager; you may wish to write a formal complaint to the Chief Executive. A formal complaint does not need to be in writing you may wish to make it verbally but please state that you wish it to be treated as a formal complaint.

A formal complaint will be acknowledged within two working days unless a full reply can be made within five working days.

A formal complaint is likely to require an investigation and you will receive a full response within twenty working days. If this is not possible a full explanation will be given as to why this is not possible and you will be kept regularly updated whilst the investigation is completed.

Getting help to complain:

Many people may feel uncertain about making a complaint or may not be well enough. You are welcome to bring a friend or relative with you to talk about your complaint or concern. You may wish to ask them to help you write the letter. Alternatively we can ask a member of staff to help.

We do not wish for you to feel unable to make a complaint or comment. We will always look to listen and learn from your comments.

You may wish to use the support of Healthwatch to help you with your complaint. They can be contacted at:

Healthwatch Hampshire
Unit 12
Winnall Valley Road
Winchester
SO23 0LD

Telephone: **01962 440 262**
Email: **enquiries@healthwatchhampshire.co.uk**
www.healthwatchhampshire.co.uk