

continued from overleaf

Lined area for writing feedback.



How to contact us

You can telephone, email or write to us at:

Iain Rennie Hospice at Home
Gillian King House
Hodgemoor View
Three Households
Chalfont St Giles
Bucks
HP8 4LS

Tel 01494 877200
Email gkhouse@irhh.org

An online version of the Feedback form
can be completed on our website
www.irhh.org/feedback

Thank you for helping us to constantly
improve our service.

Regulation

Iain Rennie Hospice at Home invests in robust systems to monitor all aspects of our nursing and bereavement services. We are accredited as an Investors in People organisation and are registered with the Commission for Social Care Inspection and the Data Protection register. Our finances are audited regularly.

More information, including our audited accounts and the latest versions of reports about our service, can be viewed in the About Us section of our website.

Registered Charity Number 297847
Company Limited by Guarantee Number 2199373
Care Quality Commission Certificate Number H020000387



INVESTOR IN PEOPLE

www.irhh.org



Iain Rennie
Hospice at Home
We value your feedback



The Iain Rennie Hospice at Home is a registered charity which aims to provide the highest standards of care to patients, families, carers, supporters and customers.

We hope that you will be happy with every aspect of our service and we welcome your views, comments and suggestions.

We record every comment, compliment and complaint we receive. They are reported and discussed at regular meetings, and appropriate action is taken. Your comments enable us to rectify mistakes and make improvements if necessary.

Comments

We are always interested to hear your views and comments and if you have any suggestions please do let us know.

Compliments

It is very reassuring and motivating for all of us to know that we are meeting the high standards of care and service that we set for ourselves.

If you are particularly pleased with the care you have received or the service provided by us, we would be delighted if you would let us know.

Getting in touch

Contact us by:

- completing the form on this leaflet and posting it to our office in Chalfont St Giles
- telephoning us on **01494 877200**, or
- emailing us at gkhouse@irhh.org

An online version of the form is available at www.irhh.org/feedback

Complaints

Occasionally we don't get things right and mistakes do happen. When they do, it is important for us to hear about them. If you have cause for complaint about any aspect of our care or service, please let us know. You can do this verbally or in writing – either way we will take your complaint seriously and investigate the matter promptly. All complaints will be dealt with sympathetically and thoroughly.

If you have a complaint...

Ask to speak to a senior manager who will try to deal with your concerns straight away or will discuss the complaints procedure with you and arrange to come back to you once the matter has been investigated. A written complaint will be acknowledged within five working days of receipt.

We aim to resolve all complaints within twenty working days. Once an assessment and full investigation of your concerns have been made, we will respond with a decision. Sometimes more detailed enquiries are needed. If this is likely, we will contact you with an update and give you an expected date of completion.

If you are not happy with the response to your complaint, ask to see or write to the Chief Executive of the Iain Rennie Hospice at Home to discuss the matter further. If the matter cannot be resolved immediately, you will be informed how long this is likely to take and if there are any delays you will be fully advised.

If you are still unhappy with the outcome you can arrange to meet with the Chairman of Trustees of the Iain Rennie Hospice at Home.

Please use this form to record your Comments, Compliments or Complaints

Title _____

Surname _____ First name _____

Address _____

Postcode _____ Telephone _____

Email _____

Is your comment, compliment or complaint related to a particular aspect of our service?

- Nursing
 Fundraising
 Shops
 Something else (please provide details)

If your feedback requires a response, please tell us how you would like us to respond to you:

- Email Telephone Letter

In your opinion, is this feedback a:

- Comment Compliment Complaint

Please provide details of your comment, compliment or complaint below:

please continue overleaf if required

Please return this form to:

IRHH, Gillian King House,
Hodgemoor View, Three Households,
Chalfont St Giles, Bucks HP8 4LS

