

MAKING A COMPLAINT

Your Hospice



Excellence in palliative and end of life care for our Island community

What to do if you have a complaint

Hospice Isle of Man is committed to maintaining the highest possible standards of care.

However, we do recognise that sometimes things can go wrong and you as a patient, service-user, family member, or carer may have a genuine cause for complaint or concern; so where this is the case we welcome the opportunity to put things right – and ask that you let us know. This leaflet explains how to register a concern or complaint.

You may be reluctant to voice or register concerns for fear of appearing “ungrateful” or of being “a nuisance”. Although this is understandable, it is not the best course of action because it is only by having possible failures or lapses brought to our attention that we can put them right.

By alerting us to the problem and giving us the opportunity to put it right, you are also helping other patients and service-users. This leaflet explains how you should register a concern or complaint. You can be assured that any complaint received is treated seriously and investigated thoroughly.

Make your complaint as soon as possible

You should make your complaint as soon as possible because a fresh memory helps to establish the facts as soon as possible, and may help to avoid undue distress. Complaints should normally be made within 6 months of the date of the event that you're complaining about, or 6 months from discovering the problem. The time limit can sometimes be extended if there is a legitimate reason for not raising the matter earlier and it's still possible to properly investigate your complaint.

Who to complain to

In the first instance, talk to the senior person present in the department or ward as we hope the situation can be resolved quickly to your satisfaction. If you are not satisfied you can make a formal (written) complaint.

Making a formal complaint

You can make a formal (written) complaint at any time. In addition, if we cannot resolve the concern/complaint to your satisfaction, we will invite you to make a formal complaint. Your complaint should be in writing and include the following information:

- A summary of what happened, with dates if possible.
- A list of the things about which you are complaining.
- What you would like to see happen as a result of your complaint.
- Your name, and preferred contact details.
- If you are complaining on behalf of someone else, it is essential that you include his or her written consent.

Where to send your complaint

Please send or email your complaint to:

Chief Executive
Hospice Isle of Man
Strang
Douglas, Isle of Man
IM4 4RP

Email: admin@hospice.org.im

If you prefer to complain directly to DHSC's Registrations & Inspection Unit (who regulate Hospice, and oversee complaints with respect to our services) then please send or email it to:

Department of Health and Social Care
Registration & Inspection Unit
Ground Floor, St George's Court
Hill Street, DOUGLAS, Isle of Man, IM1 1EF
Email: Randl@gov.im

Where to send your complaint if it alleges professional misconduct by a health professional

A complaint of this nature should be referred to the Nursing and Midwifery Council (NMC), General Medical Council (GMC), Health and Care Professions Council (HCPC), or the British Association for Counselling and Psychotherapy (BACP) as appropriate. The address you require can be provided to you by Hospice Isle of Man's Clinical Director or Chief Executive.

Hospice Isle of Man's complaints undertaking

Hospice Isle of Man undertakes to do the following with regard to your complaint:

- Treat it seriously; and deal with it sympathetically, swiftly, impartially and with courtesy.
- Guarantee that you, or the individual you represent, will not be treated differently as a result of raising a concern.
- Acknowledge your concerns and give you a full explanation of what has happened.
- Maintain a record of the complaint.
- Make every effort to learn from any mistakes or failures which have occurred and to take every step necessary to prevent them from happening in future.

How your formal complaint will be dealt with

An acknowledgement letter, confirming receipt of your formal complaint will be sent to you within 2 working days.

Your complaint will be fully investigated and you will receive a reply from our Chief Executive within 20 working days. In the event of a delay (if, for example, someone involved is away, or further investigation is necessary), we will inform you.

Our complaint response will:

- Be easy to read and factually correct.
- Avoid the use of jargon.
- Fully address the issues raised.

If you are not satisfied with Hospice Isle of Man's final response you may wish to appeal to the Chairman of Hospice Isle of Man and/or DHSC's Registration & Inspection Unit.

Independent advice

To support you in making a complaint we maintain a list of Manx organisations that may be able to advocate on your behalf. Please let us know if you would like the list.

Alternative formats

- This leaflet can be made available to you in large print, Braille or other languages. Please let us know if you require a different format.

How to contact Hospice Isle of Man and Rebecca House

By Post:
Hospice Isle of Man/Rebecca House
Strang
Douglas
Isle of Man
IM4 4RP

Telephone: 01624 647400

Email: General Enquiries:
admin@hospice.org.im

Website: www.hospice.org.im

Hospice Isle of Man
Strang, Braddan
IM4 4RP
Phone: **01624 647400**
Email: **admin@hospice.org.im**
Website: **hospice.org.im**

Find us on



Hospice Isle of Man is also known as Hospice Care and is a registered charity in the Isle of Man - Charity Number 317