

# What to do if you want to make a complaint

**If you are not happy with any aspect of the care and services provided by Hospice Isle of Man, please let us know.**

Even in an environment of specialised care offered by dedicated and professional clinical and support staff, it is still possible for something to go wrong or for a patient, family or carer to have a genuine cause for complaint or concern.

However, there may be a reluctance to voice or register such concerns for fear of appearing 'ungrateful' or 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 Hospice Isle of Man can put them right and strive to consistently deliver the highest possible standards of care to everyone.

By alerting us to a problem and giving us the opportunity to put it right, you are also helping other patients. You could even say that just as hospice staff have a duty of care, so patients, families and carers who feel the need to complain have a 'duty' to do so. This leaflet explains how you should register a concern.

You can also be assured that any complaint received is treated very seriously and investigated thoroughly.

## Make your complaint as soon as possible

This is important because a fresh memory helps to establish the facts as soon as possible after the event. For this reason, any complaint received more than six months after the event cannot be accepted because it is impractical to look into it.

## Who to complain to

In the first instance, talk to the Nurse in Charge or to his/her immediate manager. The chances are that the situation or any misunderstandings can be resolved quickly to your satisfaction. If not, you can make a formal complaint.



## To make a formal complaint

Please put your complaint 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, address and telephone number.
- If you are complaining on behalf of someone else, it is essential that you include his or her written consent.

## Where to send or deliver your complaint

In the first instance please address your complaint to:

**Mrs Margaret Simpson,  
Chief Executive,  
Hospice Isle of Man,  
Strang,  
Douglas,  
Isle of Man,  
IM4 4RP,**

Telephone: **01624 647440**

Email: **[margaretsimpson@hospice.org.im](mailto:margaretsimpson@hospice.org.im)**

If for any reason you prefer to complain to the Department of Social Care Inspection & Registrations Unit, please address it to:

**Inspector of Nursing Homes  
Department of Social Care  
Registrations/Inspections Unit  
Isle of Man Government,  
3/4 Hill Street  
Douglas**

Telephone: **01624 642422**

Email: **[katrina.kinnison@socialservices.dhss.gov.im](mailto:katrina.kinnison@socialservices.dhss.gov.im)**

## **Where to send or deliver your complaint if it is alleging professional misconduct by a nurse or doctor**

A complaint of this nature should be referred to the Nursing and Midwifery Council (NMC) or General Medical Council (GMC) as appropriate. The address you require will 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 very seriously.
- Acknowledge your concerns and give you a full explanation of what has happened.
- 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 complaint will be dealt with**

The complaints procedure comprises the following steps:

- An acknowledgement letter, confirming receipt of your complaint, will be sent to you within 2 working days.
- Your complaint will be fully investigated and you will receive a reply from the Chief Executive within 20 working days.
- In the event of a delay (if, for example, someone involved is away, or further investigation is necessary), you will be informed.
- 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 to the Department of Social Care Registration & Inspection Unit.

## 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](mailto:admin@hospice.org.im)  
**Fundraising:** [fundraising@hospice.org.im](mailto:fundraising@hospice.org.im)
- Website:** [www.hospice.org.im](http://www.hospice.org.im)

Hospice Isle of Man is the operating name of the Isle of Man charity Hospice Care, registered number 317.

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