

If you need help to make a complaint, please feel free to contact the Cambridgeshire, Norfolk and Suffolk Independent Complaints Advocacy Service.

The Independent Complaints Advocacy Service helps people who want to make a complaint through the complaints process. The service is free and independent, whatever level of support is required.

Cambridgeshire, Norfolk and Suffolk Independent Complaints Advocacy Service

POhWER

Unit 26A, E space north

181 Wisbech Road

Littleport

Ely

CB6 1RA

Telephone: 0300 456 2370

Minicom: 0300 4556 2364

Fax: 0300 456 2365

Web: www.pohwer.net

St Elizabeth Hospice
565 Foxhall Road Ipswich IP3 8LX
t 01473 727776
e enquiries@stelizabethhospice.org.uk
w www.stelizabethhospice.org.uk



St Elizabeth
Hospice

Registered Charity No. 289154

St Elizabeth
Hospice

Making a comment, compliment or complaint



St Elizabeth
Hospice

Registered Charity No. 289154

Do you have a comment or compliment?

We welcome any comments you may have on the service you receive. Please use one of our comment cards, write to us or visit our website.

Do you have a complaint?

Tell us if you are unhappy with:

- the quality of our service
- something we have done; or
- something we have not done

We want to know how we can put things right. If we have made a mistake, we want to learn from it so we can improve our service.

We will deal with your complaint quickly

- If you talk to us and we cannot address your concern immediately, we will take the details and reply in writing within 20 working days
- If you write to us, we will acknowledge your letter within three working days of receiving it. We aim to provide a full reply within 20 working days. If this is not possible, we will keep you up to date with our progress.

If we are responsible for making a mistake

Although we do everything we can to get things right, occasionally we get things wrong. If this happens we will:

- explain what has gone wrong
- apologise for our mistake
- take action to put things right

How to make a complaint

Stage one

Please

- fill in a comment card and leave in the box or return by post using the freepost envelope or
- speak to a member of staff or
- contact us by phone, email or via our website
01473 727776
enquiries@stelizabethhospice.org.uk
www.stelizabethhospice.org.uk
or
- write to us

Jane Petit
Chief Executive
St Elizabeth Hospice
565 Foxhall Road
Ipswich
IP3 8LX

Stage two

If you are not satisfied with our response to your complaint, we will offer you a meeting with the chief executive at a time and place convenient to you.

Stage three

If you do not wish to take up the offer of a meeting, you may take your complaint to the Parliamentary and Health Service Ombudsman.

The Ombudsman's aim and vision is to provide an independent, high quality complaint handling service that rights individual wrongs, drive improvements in public services and informs public policy.

Ombudsman contact details:

Tel: 0345 0154033

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Post: The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP