

**Contact us**  
Tel: 01865 794749  
Email: [cafss@helenanddouglas.org.uk](mailto:cafss@helenanddouglas.org.uk)



Find out more about Helen & Douglas House at [hdh.org.uk](http://hdh.org.uk)

Helen & Douglas House is a registered charity and no payment is requested from children and their families who receive our care and support.  
**Registered charity no. 1085951**

**IC.CCC.01.2025**



## Complaints, concerns and suggestions

*We'd love to hear from you*

Helen & Douglas House strives to provide a quality service with the highest standards of care. We acknowledge that, at times, there will be suggestions, comments and complaints made about the service we provide - within the hospice, in the community, in our shops and at fundraising events. Therefore, we are constantly seeking ways to improve our services. We aim to use your suggestions, comments and complaints to evaluate and inform a high-quality service across the organisation.

Please feel free to say how you feel. Where you have made comments, we would welcome any solutions that you may have. When you make a suggestion, we will acknowledge this in writing within 28 days, if you have provided us with your contact details.

### Suggestions

We would welcome suggestions relating to any aspect of the service, such as; the environment, our care, the food, the way the staff and volunteers work, facilities etc.

### Compliments

Your compliments will be passed on to the staff member, volunteer or team you have complimented.

### Concerns

All concerns will be taken seriously and individually investigated. We will aim to send a full response to you outlining any findings within 28 days of receiving your concern. In circumstances where we are unable to complete an investigation within this timeframe due to complexities, we will write to you to let you know and give you a timeframe for completion.

### Complaints

Any person who has/is receiving care from Helen & Douglas House has the right to complain. It is important that complaints are made as soon as possible to the event to allow a timely investigation to be carried out. To start the process you can use the attached slip, speak to a member of staff or email [reception@helenanddouglas.org.uk](mailto:reception@helenanddouglas.org.uk). Our formal Complaints Policy and Procedure can be found on our website.



### Sharing your views

You can share your views either by emailing the Director of Nursing and Care at [reception@helenanddouglas.org.uk](mailto:reception@helenanddouglas.org.uk), speaking with a member of staff, or filling in the form below and handing it to a member of staff (or you can send it back by post - address below).

I would like to:

- Make a suggestion
- Make a compliment
- Raise a concern/complaint

☐  
☐  
☐

Please write the full details of your feedback below. If posting, please detach this page once completed.

### Your details (optional)

Please leave this blank if you wish to remain anonymous, but we will be unable to reply to you if you choose this option.

Title .....  
First name .....  
Last name .....  
Address .....  
.....  
.....  
Telephone .....  
Email .....

### How would you prefer us to contact you?

- Email
- Post
- Telephone
- Not required

☐  
☐  
☐  
☐

Please use the space below to tell us about your suggestion, compliment, concern or complaint (add an additional sheet if required):

.....

.....

.....

.....

.....

.....

.....