

Alternatively, you can send us your feedback, comments or suggestions on the paper form below or contact us directly for a paper Complaints Form.

Tell us why you are contacting us:

- ☐ I have a compliment to pass on  
☐ I would like to make a suggestion  
☐ I have a general comment to make

Are you happy to share your comments/feedback to help raise awareness of our work?

- ☐ Yes ☐ No

If you ticked YES above, please provide your contact details below for our Communications Team.

Full Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Email Address \_\_\_\_\_@\_\_\_\_\_

Telephone Number \_\_\_\_\_

Please tell us about your compliment, comment or suggestion in the box below.

*Continue on a separate sheet if more space is required.*

## CONTACT US

Alice House Hospice, Alice House, Wells Avenue,  
Hartlepool, TS24 9DA



enquiries@alicehousehospice.co.uk



01429 855 555

Hartlepool Hospice Ltd is known locally as Alice House Hospice, formerly Hartlepool & District Hospice.  
Registered Charity Number : 510824 | Registered Company Number : 1525658

# Tell us what you think

## Let us know how we are doing

At Alice House Hospice we are committed to providing excellent service to patients, their carers, our donors and our supporters.

We value your opinion and have a few ways you can let us know how you feel, whether that is positive feedback or a complaint.

When we do not meet your expectations, we want to know so that we can make amends, if possible, and improve what we do.



## Patient Feedback

At Alice House we want to make sure that the care and services we give meet *your needs*.

We will use your feedback to improve Hospice services and we may share this with the NHS Commissioners to help secure funding.

All Patient Feedback will be anonymous unless you consent to share your experiences.



### Patient Feedback

To provide feedback about your experience or that of a relative or friend please complete the Patient Feedback form.



[www.alicehousehospice.co.uk/patient-feedback-form/](http://www.alicehousehospice.co.uk/patient-feedback-form/)

SCAN ME



## General Feedback/Comments/Suggestions

Comments and suggestions can be anything related to the Hospice such as the environment, the care, the food, the way the staff and volunteers work and so on. Please feel free to say what you feel.



SCAN ME

### Feedback/Comments/Suggestions

If you would like to provide some feedback, make a comment or a suggestion please complete the General Feedback/Comments form.



[www.alicehousehospice.co.uk/general-feedback-form/](http://www.alicehousehospice.co.uk/general-feedback-form/)

## Complaints/Concerns

Any person who has or is still receiving care or support from the Hospice has the right to complain.

It is important that a complaint is made as soon as possible after the event took place so that a thorough investigation can be made.

When we receive your complaint/concern a member of the Senior Management Team will begin an investigation.

The investigation will take no longer than 15 working days following which you will be informed of the outcome.

A member of our Senior Management Team may contact you in order to discuss your complaint/concern in further detail.



### Complaints Policy

View our Complaints Policy and find information on how to make a complaint or register a concern.

[www.alicehousehospice.co.uk/gv12-complaints-policy-alice-house-hospice-2/](http://www.alicehousehospice.co.uk/gv12-complaints-policy-alice-house-hospice-2/)

SCAN ME



SCAN ME



### Making a complaint

If you would like to make a complaint electronically please use the online form by scanning the code below.



[www.alicehousehospice.co.uk/alice-house-hospice-complaints-form/](http://www.alicehousehospice.co.uk/alice-house-hospice-complaints-form/)



### Contact the CQC

Should you wish to contact the Care Quality Commission (CQC) to give feedback you can do so by visiting :



[www.cqc.org.uk/give-feedback-on-care](http://www.cqc.org.uk/give-feedback-on-care)

SCAN ME

