

# How to make a complaint

## Your happiness is important to us



You can tell us about any of your concerns or worries.



We want you to tell us if you are not happy. We will not treat you badly if you speak up about something you do not like.

## There are lots of people who can help – you can:



- Talk to someone providing your care.
- Talk to the person in charge of the service you are receiving.
- Talk to someone you trust.



We will all try to work together to make things better for you.

## Making a complaint



If you are still unhappy, you can:

**Call:** 01903 706309

**or email:** [qualityteam@stbh.org.uk](mailto:qualityteam@stbh.org.uk)

**or write to:** Quality Team -  
Complaints, St Barnabas Hospice,  
Titnore Lane, Worthing,  
BN12 6NZ



We will listen to what you say. We can help you make a complaint if you want. We can help you write down what happened. We can help you get support to communicate your concerns.



When we have the details of your complaint, we will find out who was involved. We will all try to work together to make things better for you.



We will find out what happened by talking to everyone involved. We will try to work out how to stop it happening again.



We will let you know what we find and what we are doing to make things better.



We can also arrange a meeting so we can talk to you about our findings and what we are doing to make things better.



Please ask us if you have any questions.

#### Definitions:

**A concern** is when you have a worry or problem you can sort out by talking to somebody.

**A complaint** can happen when a concern is not sorted out. Our organisation must follow rules to try and sort it out.