



# YOUR OPINION COUNTS

## Compliments, comments, concerns and complaints

We're always keen to hear how patients, families/carers and members of the public, feel about their experience at Lindsey Lodge, or when accessing any of our services. Please inform us of any issues with which you are unhappy or any areas where you feel we can improve.

Should you wish to make a complaint, raise a concern, make a comment or compliment please discuss with any member of staff.

Lindsey Lodge Hospice & Healthcare takes any concerns/complaints about your experience very seriously and will ensure these are dealt with in an efficient timely and open manner, in line with our policy for the procedure and management of complaints, concerns, comments and compliments.

We will discuss with you your preferred point of contact e.g. face to face, by telephone, email or letter.



On conclusion of local resolution if you are not satisfied you have the right to refer the complaint to the Parliamentary and Health Service Ombudsman (PHSO). Our Policy is on our website and on request. We also have a Your Right to Complain booklet for further information.

**Chief Executive, Karen Griffiths**



## Always there to care