

Other organisations that can help

If you are unhappy with the response following a complaint, the following organisations will be able to help you.

Local Government Ombudsman (for England and Wales)

The Ombudsman will investigate complaints for services funded by the local authority social services teams.

Call: **0300 061 0614**

Visit: www.lgo.org.uk

Parliamentary and Health Service Ombudsman (England)

The Ombudsman will investigate complaints for services funded by the health service.

Call: **0345 015 4033**

Visit: www.ombudsman.org.uk

Care Quality Commission (England)

The Care Quality Commission inspects our regulated activities in England. They take account of complaints as part of their regulatory function but do not investigate complaints; the Ombudsman manages this.

Call: **0300 0616 161**

Visit: www.cqc.org.uk

Care Inspectorate (Scotland)

The Care Inspectorate regulates our activities in Scotland and they will take a complaint about services and investigate it. You can fill in a complaints form online or make a call on the following number

Call: **0845 600 9527**

Visit: www.careinspectorate.com

The Patients Association (England and Scotland)

The Association provides information and advice about making a complaint.

Call: **0845 608 4455**

Visit: www.patients-association.com

Process of raising a concern or making a complaint

If you are unhappy, please speak to the person in charge

If we are not able to resolve your concern or complaint immediately we will let you know a timescale for reply

We will investigate your concern or complaint

We will come back to you with a time to meet to discuss our findings

If you are happy with our findings and recommendations, we will close the complaint

If you are unhappy with our initial response, we will arrange for you to meet a senior manager from the Sue Ryder head office

If you are still unhappy, there are other organisations you can speak to (please see next page)

There when it matters

Sue Ryder supports people through the most difficult times of their lives. Whether that's a terminal illness, the loss of a loved one or a neurological condition – we're there when it matters.

For over 65 years our doctors, nurses and carers have given people the compassion and expert care they need to help them live the best life they possibly can. We take the time to understand what's important to people and give them choice and control over their care. For some this may mean specialist care in one of our centres, whilst others might need support in their own home

Contact us

call: **0808 164 4572**

email: healthandsocialcare@sueryder.org

visit: www.sueryder.org

 [/SueRyderNational](https://www.facebook.com/SueRyderNational)

 [@sue_ryder](https://twitter.com/sue_ryder)

This document is available in alternative formats on request.

How to raise a concern or make a complaint

At Sue Ryder

We aspire to create a world where everyone has access to personalised and compassionate care. We recognise that we may not always get it right.

We listen to the people we support, their family, friends and others, and We want to strive to provide the best possible service we can.

Have we got it right?

We are always grateful to hear of any compliments or comments about the way we run our service and suggestions as to how we can make things better.

For services that are run from a centre or hospice, you can leave your comments in the comments book / box at reception. If you are in receipt of services in the community, you can post these to us or call us and speak to a member of our team.



Have we got it wrong?

If you are unhappy about the service in any way, please speak with the person in charge as soon as possible. You can raise a concern if you are feeling uneasy or anxious about the service, or you can make a complaint. A complaint is a formal expression of discontent where something about the service is unsatisfactory or unacceptable. Whether it is a concern or a complaint, we will ensure you get a response as soon as we have looked into this. Problems can often be resolved, or your questions answered, straight away.

Sue Ryder staff will not accept personal, abusive or threatening language or behaviour.

Frequently asked questions

Can I make a complaint on behalf of someone else?

Yes. Where possible, if you are complaining on behalf of someone we support, you will need to obtain their consent.

If I make a complaint whilst still receiving care, will this affect my care in the future?

Absolutely not. We actively encourage people to let us know when they are unhappy with our service so that we can put this right. If you have a concern or complaint, please let the person in charge know as soon as possible.

How long will I be expected to wait for a response to my concern or complaint?

Usually concerns and complaints can be resolved immediately. In some instances we may need time to look into these further. For more serious complaints we would expect to get a response back to you within 20 working days and where this is not achievable we will keep you informed.

I don't want to make a formal complaint but I am feeling anxious and uneasy about the service, what do I do?

Don't hesitate to speak to us. No matter is too small to discuss. We can usually resolve issues straight away without going through any formal process.

How long after the event can I complain?

If it is more than 12 months after the event it is very difficult for us to look into this satisfactorily, but we will try our very best to give you a response.

Who else can I speak to?

If you are not happy with the response from the local service management team, you can ask to speak to a senior manager from Sue Ryder head office. If you are still unhappy after this, there are other people you can speak to (see 'Other organisations that can help' page overleaf)

If your complaint is a serious allegation of professional misconduct you may wish to report the matter to The Nursing and Midwifery Council, General Medical Council or Health and Care Professions Council. Details of each of these councils can be found on www.sueryder.org/complaints

