



# Complaints Procedure Advice

Blythe House Hospice strives to provide the best possible working environment for volunteer and paid staff, whose views are welcomed as a means of identifying any aspect of our service provision or the working environment, which may need to be improved.

If you feel that you need to make a complaint, please do not hesitate to tell a member of staff. All complaints are handled with utmost confidentiality and only members of staff directly involved will know any details.

In most cases it should be possible to deal with a complaint straight away, in which case we will respond in writing within five working days.

If a complaint cannot be resolved immediately the appropriate senior member of staff will investigate further and respond in writing within 30 working days. If a complaint cannot be resolved within 30 working days we will send a letter explaining progress to date.

When the complaint has been fully investigated a full written reply will be sent out within five working days of the investigation being completed. This will outline any action we have taken to address the complaint and minimise further occurrence of the situation.

If you require assistance in making a complaint or would like to see a full copy of the Blythe House Hospice Complaints Procedure please ask a member of staff.

If your complaint is related to the clinical services we provide and you feel it has not been satisfactorily addressed, you may wish to contact the Care Quality Commission directly. The address is:

**Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**

**Telephone: 03000 616161  
email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**