

## St. David's Foundation Hospice Care

### Complaints Procedure

We understand that there are some people who feel they have some form of complaint about the service received.

At St. David's Foundation Hospice Care we wish to provide the best possible service and we will always endeavour to resolve any complaints. We will therefore read or listen to what is said and respond. We will also aim to learn any lessons from a complaint that may mean we need to change our procedures.

To inform us that you have a complaint you can contact us by: -  
Email, Telephone, Fax or in writing to the Head Office address.

We will then pass your complaint to the person concerned and request them to respond to you within 5 working days. In most cases the complaint will be able to be resolved by the person within that time.

Where the case cannot be resolved within 10 working days, the CEO of St. David's Foundation Hospice Care will investigate the complaint and you will hear from her/him within a further 20 working days.

If St. David's Foundation is unable to meet any deadlines you will be kept fully informed.

If you are still dissatisfied with the outcome then the complaint will be referred to the next board meeting of the Directors/Trustees and you will be informed of the date of that meeting. Minutes will be made and you will receive full details of the discussions that are only relevant to your complaint.

In the event a complaint or dispute cannot be resolved then it will be referred to arbitration. As a member of the Hospice Lotteries Association this will be The Independent Betting Adjudication Service Ltd (IBAS).