

Complaints, Comments & Compliments

We welcome all comments and suggestions regarding our service and recognise the value that complaints and constructive criticism as well as compliments can provide.

We hope you will not have any cause for complaint about our service, but if you do have a concern please do not hesitate to make it known to us so that we can try to resolve it.

Complaints can be made verbally or in writing to:

A member of staff
Head of Clinical Services
Chief Executive Officer
Chair of the Board of Trustees

You may also wish to pass on complaints or compliments on our service to the Care Quality Commission (CQC) at the address given below.

Please be aware the CQC does not investigate individual complaints at a local level, but will note them and use them as part of their on going process for regulating our services.

If you would like to see a copy of our complaints policy and procedure at any time please ask one of the staff.

Alternatively you can find them on our website at www.primrosehospice.org.

Care Quality Commission
CQC West Midlands
PO Box 1246
Newcastle upon Tyne
NE99 5AG
Telephone 0300 616161
www.cqc.org.uk

For more information:
T: 01527 871051
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hospice

Care Compassion Community