

*"In response to requests for more and fuller support for carers, we have invested extra resources to increase the number of carers' groups and created a dedicated lead for carer support."*

Service manager, Longfield



## We welcome your feedback

We want to make everything we do for you at Longfield, as good as it can be. So we're always keen to hear about ways we could do better, or things that have gone wrong. This leaflet explains how to share your suggestions with us, how to make a complaint and how we will respond to your feedback.

### Comments and suggestions

We know that small changes can sometimes make a big difference, so we're keen to learn from your experiences of Longfield. As a result of your suggestions, we may be able to improve things we're already doing or develop and shape new services. Your feedback may also help us to highlight the benefits of our services, to other people who may need our support.

### Complaints

If something has gone wrong, we need to know about it. Then we can sort it out and make sure that other people don't have the same problem. We explain in this leaflet the ways in which you can make a complaint, and how we will handle it and respond to it.

## Contact Details

Chair of Board of Trustees  
c/o Longfield, Burleigh Lane,  
Minchinhampton, Stroud GL5 2PQ

Care Quality Commission  
Citygate, Gallowgate,  
Newcastle-upon-Tyne NE1 4PA  
Phone: 03000-616161 [enquiries@cac.org.uk](mailto:enquiries@cac.org.uk)

Charity Commission First Contact  
PO Box 1227, Liverpool L69 3UG  
[www.charitycommission.gov.uk/contact-us/](http://www.charitycommission.gov.uk/contact-us/)

Fundraising Regulator  
CAN Mezzanine Building  
49-51 East Road  
London N1 6AH  
Phone: 0300 999 3407

Chief Executive / Director of Care / Director of Operations  
/ Head of Retail  
Longfield, Burleigh Lane,  
Minchinhampton, Stroud GL5 2PQ  
Phone: 01453-886868 [www.longfield.org.uk](http://www.longfield.org.uk)



Registered Charity No 298627 February 2017  
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# Feedback and Complaints



## How to share your ideas

You can share your thoughts with us in whichever way is easiest for you. We will give you a questionnaire to complete and return to our external research company 'i Want Great Care'. Alternatively you can fill out a comments slip (they're in wall dispensers around our building in Minchinhampton), talk to your key worker, nurse or any member of staff, or refer to the Feedback and Complaints section on the home page of our website [www.longfield.org.uk](http://www.longfield.org.uk). You can also call us on 01453-886868, either to pass on your comments verbally or to ask for a comments form, which we'll send you with a Freepost envelope.

## What we'll do with your comments

We'll give a copy of your feedback to the relevant department or team, so that they can get insight into what people like about their service and what they could do better. We also share feedback with patients, staff, visitors and volunteers who come to the Minchinhampton site, by putting a summary up on the noticeboards around the building. However, we won't include your name or details when we share your comments, unless you specifically ask us to do so.

## Let us tell your story

If your experience has been particularly positive, we may want to share your story with other people. We want as many people as possible to understand what we do and how we make a difference, so they can use our services when they need them or support what we do. So if it's been great for you, please share your story with us.

## The value of complaints

If you have had a bad experience of Longfield (whether you're a patient, carer, family member, shopper or other supporter), we want to know about it. Only then can we do something about it, to try and prevent the same problem happening again. We are also happy to hear from other healthcare professionals or members of the public, if they are aware of something that has gone wrong, failed to happen or needs to be done differently.

## How to make a complaint

The best way to deal with a problem is almost always to discuss it immediately with the member of staff concerned. They will be keen to sort things out and may well be able to solve the problem straight away.

If you don't feel comfortable to discuss your concerns with the staff member, or feel that the problem needs to be raised with somebody else, we will be happy to arrange for you to speak or write to another member of our team. Please ask for this to happen, or call us on 01453-886868, e-mail us at [info@longfield.org.uk](mailto:info@longfield.org.uk) or use the feedback form on the website, under the heading Contact Us.

## Making a formal complaint

If you need to make a more formal complaint, you can raise it with our Director of Care (for all care issues), our Head of Retail (for all shop issues), our Director of Operations (for all other non-care issues), or with our Chief Executive. There are also a number of other people you can talk to about a complaint:

- If we've dealt with your issue but you're still not happy with our response, you can refer the problem to the Chair of our Board of Trustees.
- If your problem relates to the care we've provided, or failed to provide, you can also get advice and information from the Care Quality Commission (CQC). They are an independent body that regulates and oversees standards in independent hospices.
- If your issue relates to our shops or other fundraising activities, you can raise it with the Fundraising Regulator, with whose standards and requirements we seek to comply.
- If you have a problem with the way in which Longfield is managed or run, you can get in touch with the Charity Commission.

Details of how to contact each of the above are listed on the other side of this leaflet.

## How we will handle formal complaints

We will acknowledge your complaint within 2 working days and provide a response to it within 20 working days. This will usually be a full response but, in cases which are taking longer than this to investigate, we'll write to you with an update and an indication of how long we think it will take for us to resolve things.

## Our commitment to you

Whatever your complaint is about, we will:

- Confirm that we've received it.
- Handle it as efficiently, effectively and thoroughly as we can.
- Make a fair and unbiased decision.
- Ensure you're happy that we've taken your complaint seriously, and dealt with it appropriately.
- Apologise when we believe we got things wrong.
- Take action to put things right, so the same thing doesn't happen again.
- Explain if we don't think that your complaint was justified.
- Share any lessons learnt with the team(s) concerned, so that we can do things better in future.