**An easy read guide to making a complaint, comment or compliment about our services**

|  |
| --- |
| This leaflet tells you what to do to make a complaint, comment or compliment about our care at Rennie Grove Peace Hospice Care. **Speaking up about something you do not like is called making a complaint**  |

Is it alright to complain? **Yes**

Why? **You have rights**

* We want you to tell us what you think
* We will listen to you
* You can ask someone to help you tell us
* You will not get into trouble for telling us what you think



Do you think?



* No one will listen to me
* No one will believe me
* I will get into trouble

**You have rights**



You might not feel happy about something and want it changed. Telling someone that you are not happy is a COMPLAINT.



If you say how things could be made better, this is a COMMENT.

Or



You might feel happy about something. If you tell someone you are happy and things are good, this is a COMPLIMENT.

You can make a complaint, comment or compliment by filling in one of the forms at the end of this leaflet.

**A story about a complaint….**

**Jenny has a problem**

Jenny is in the Inpatient Unit.

One of the nurses is frightening and is bossy.

This upsets Jenny.

She sometimes cries.

Jenny’s friend comes to visit and asks why she cries sometimes.

Jenny tells her.

Jenny wants the nurse to know that she is upsetting her by the way she talks to her.

But she is afraid to talk to another member of staff.



Jenny is glad she told her friend Jane. Jane has helped her to complete a complaints form.

Jane posts the form to the team that deals with complaints.

The team talk to the nurse and makes sure she will talk to Jenny in a kind way that Jenny won’t find upsetting.

Jenny is happy now and so is the nurse as she understands how Jenny is feeling.



.

**How to complain about the service at Rennie Grove Peace Hospice Care**

An Easy Guide

|  |
| --- |
| My name is………………………………Where I live is ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………I am unhappy and want to make a complaint about: The care I get from nurses or carers Anything else I am unhappy about ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………It would make me happy if ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………Please fill in this form and give it to someone at Rennie Grove Peace or someone who can help like your support worker. You can also find a form on the internet if that is easier for you.Our address and website information is at the end of this leaflet.  |

**How to give a compliment about the service at Rennie Grove Peace Hospice Care?**

An Easy Guide

|  |
| --- |
| My name is………………………………Where I live is ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………I am happy with the service and want to make a compliment about: The care I get from nurses or carers Anything else I am happy about ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………Please fill in this form and give it to someone at Rennie Grove Peace or someone who can help like your support worker. You can also find a form on the internet if that is easier for you. Our address and website information is at the end of this leaflet. |

**How to make a comment about the service at Rennie Grove Peace Hospice Care?**

**An Easy Guide**

|  |
| --- |
| My name is………………………………Where I live is ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………I want to tell you about: The care I get from nurses or carers Anything else I think that ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………It would make me happy if ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………Please fill in this form and give it to someone at Rennie Grove Peace or someone who can help like your support worker. You can also find a form on the internet if that is easier for you.Our address for sending your form by post isThe Quality and Impact TeamRennie Grove Peace Hospice CareGrove HouseWaverley RoadSt AlbansHertfordshireAL3 5QXOur website address on the internet is:<https://renniegrovepeace.org/contact-us/your-feedback/>**Thank you for telling us how you feel.** |

