

This is a summary of the procedure that you should follow if, after discussing your initial complaint with a member of staff from Heart of Kent Hospice, you would like it to be formally investigated further.



Stage One Departmental Resolution

Tell us you wish to make a formal complaint and provide us with the information that will be needed for us to investigate the situation further.

Within 2 working days we will acknowledge your complaint in writing. We will summarise the action we will take to investigate it and advise you of the expected timeframe. We will respond to you in writing

Stage Two Executive Resolution

If you are dissatisfied with the outcome of the initial investigation you can request in writing that a member of the Hospice Executive Team investigate the matter further.

The relevant Hospice Director will lead on investigating your complaint further and will adhere to the timeframes and information exchange outlined above. When they have formally concluded their investigation they will report back to you and where appropriate summarise the action that will be taken as a result of their findings.

Stage Three Trustee Resolution

You can escalate your complaint to our Chair of Trustees if you are unhappy with the way the Hospice has handled your complaint by requesting this in writing.

The Chair, accompanied by a Complaints Panel if necessary, will review the process and conclusions reached in the previous stages of the process. At every stage of the process you will be informed in writing of the actions being taken and the timeframes for delivery.