

What to do if you're still not satisfied with our response

If you're not satisfied with our response to your complaint, you can contact us again and we will do our best to resolve this. This is called your 'right of appeal'.

You can do this by writing to the Chairperson of our Board of Trustees who can be contacted at:

Northern Ireland Children's Hospice
18 O'Neill Road
Newtownabbey
BT36 6WB
T: 028 9077 7635

The Regulation and Quality Improvement Authority will monitor how complaints about regulated services are handled.

Regulations and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT
T: 028 9051 7500



Help and support for making a complaint

The Patient and Client Council can provide free and confidential advice, information and help to make a complaint. This can include help with writing letters and making telephone calls as well as supporting you at any meetings you might need to attend.

Belfast and South Eastern Area

1st Floor
Lesley House
25-27 Wellington Place
Belfast
BT1 6GD

Northern Area

Houston's Mill Site
10a Buckna Road
Broughshane
BT42 4NJ

Southern Area

Quaker Buildings
High Street
Lurgan
BT66 8BB

Western Area

'Hilltop'
Tyrone and Fermanagh
Hospital
Omagh
BT79 0NS

For more information you can visit
www.patientclientcouncil.hscni.net
or call the helpline on 0800 9170 222.

Northern Ireland Children's Hospice
18 O'Neill Road
Newtownabbey
BT36 6WB

T: 028 9077 7635

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Information for families

Complaint or Concern



Your opinion matters to us

We are constantly striving to provide and maintain high quality services to all children and young people in our care, as well as their families, friends and visitors. We welcome feedback on our services so that we can learn from your experiences.

Making a complaint will not affect any aspect of the care given to your child or your family. By letting us know of any problems, we can work to resolve them.

Who can make a complaint?

Anyone who uses our services can make a complaint. This can include children, young people and their families. You can also make a complaint on behalf of someone in your care.



How to make a complaint

You can make a complaint by asking to speak to a member of staff who you feel most comfortable with. You can make a complaint:

- Face-to-face
- On the telephone
- Via a letter
- By e-mail

If you make a complaint, it is helpful to provide the following details:

- Your contact details
- Details of the complaint
- Where and when the event that caused your complaint happened
- What might help to resolve your issue

You should make your complaint as soon as possible. It's best to make your complaint within six months and ideally, no longer than twelve months after.

Our Complaints Manager is here to advise you on how to make a complaint and the normal procedure. You can contact them at:

Complaints Manager
Northern Ireland Children's Hospice
18 O'Neill Road
Newtownabbey
BT36 6WB
T: 028 9077 7635
E: children@nihospice.org

What will happen next?

Your complaint will be acknowledged within two working days. Where possible we will acknowledge your complaint in the same way in which you made it, for example via telephone, email or face-to-face.

Once we have looked into your complaint, we will respond fully in writing, within twenty working days. Due to the nature of some complaints, it may take us slightly longer to respond but we will let you know and explain why it is taking us longer.

A meeting can be arranged at any stage to discuss the complaint. If you would like a relative, friend or other representative can accompany you to the meeting.

Who to talk to if you're unsure what to do

You should talk to someone you trust. This can be any member of the Children's Hospice team, a friend or a member of your family.

You may decide you do not want to make a complaint but would still like to let us know about a situation. This is called 'raising a concern' and you can do this by talking to any member of the Children's Hospice team. If you raise a concern with us, we will try to understand what went wrong and let you know what we will try to do to prevent this happening again.