

NORTH · LONDON  
HOSPICE

Registered Charity No. 285300



# Concerns and Complaints

# CONCERNS AND COMPLAINTS

North London Hospice wants to give the best possible care and support to patients, their families, friends and carers. However we understand that there might be times when you are not happy with our service. Please tell us if you have any problems or worries about your care. The sooner you let us know, the sooner we can try and put things right.

Raising a concern or complaint will not adversely affect your care or the approach of staff to you in the future.

## If you have a concern

If you are unhappy with anything, please speak to someone in charge as soon as possible. If you talk to us we can try to resolve the problem immediately.

If you prefer, you can speak to Deborah Mosdall, Patient and Family Feedback Lead

**Telephone 020 8343 8841**

**Email [complaints@northlondonhospice.co.uk](mailto:complaints@northlondonhospice.co.uk)**

We take all feedback seriously and promise that we will do everything we can to improve our service.

## Making a formal complaint

If you are still unhappy, you can make a formal complaint by speaking to the person in charge or to Deborah Mosdall, Patient and Family Feedback Lead or:

**Telephone 020 8343 8841**

**Email [complaints@northlondonhospice.co.uk](mailto:complaints@northlondonhospice.co.uk)**

**Write to Pam McClinton, Chief Executive  
North London Hospice  
47 Woodside Avenue  
London N12 8TT**

**We will acknowledge your complaint within two working days.**

## What happens next?

A senior member of staff will investigate your complaint and may contact you for additional information.

After our investigation, we will send you a full response, usually within 20 working days. If our investigation takes longer than this we will contact you with a revised date.

If you are not happy with our response, please tell us immediately so we can try again to put things right.

If the cause of your complaint happened more than 12 months ago we may not be able to give you a full response but we are still happy to talk to you about it.

## Raising a concern or complaint on behalf of someone else

If you are making a complaint for someone else, we need to know that they agree to the complaint, if they are able, before we can proceed. We must always respect the confidentiality of those receiving our care.

## Independent review of complaints

If you are still unhappy, even after we have tried to solve the problem, you can take your complaint to:

### The Parliamentary and Health Service Ombudsman

Telephone 0345 015 4033

[www.ombudsmen.org.uk](http://www.ombudsmen.org.uk)



# Who else can I contact?

## Care Quality Commission

You can contact our regulatory body, the Care Quality Commission, at any time. They will not investigate the complaint but they may visit the Hospice if your complaint is serious.

**Telephone 03000 616161**

**[www.cqc.org.uk](http://www.cqc.org.uk)**

## The Patients Association

The Patients Association provides information and advice about making a complaint and works to improve patient safety and patient care.

**Telephone 020 8423 8999**

**Email [helpline@patients-association.com](mailto:helpline@patients-association.com)**

**[www.patients-association.org.uk](http://www.patients-association.org.uk)**

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NORTH · LONDON  
H O S P I C E

**Serving the Boroughs of Barnet,  
Enfield and Haringey**

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### North London Hospice

47 Woodside Avenue,

London N12 8TT (For Sat Nav use N12 8TF)

**Phone:** 020 8343 8841

**Fax:** 020 8343 7672

**Email:** [nlh@northlondonhospice.co.uk](mailto:nlh@northlondonhospice.co.uk)

**[www.northlondonhospice.org](http://www.northlondonhospice.org)**



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