**Complaints Form**

At Jersey Hospice Care we are committed to listening to anyone who thinks that we can improve our services and we will respond to any feedback, concerns, or complaints we receive. Where possible, we hope to achieve an immediate and informal resolution, but commit to investigate further if necessary and to share the outcomes of of what we learn and any changes we plan to adopt to improve our services.

If you wish to make a complaint, please use this form to help us to understand your concerns and start to address them. The information you provide will be treated confidentially and will help us to investigate the matter and respond as quickly as possible. We commit to responding within a maximum of 5 days.

1. **What do you want to tell us about (please tick)?**

* Provide some feedback
* Share a concern
* Make a complaint

1. **Who should the enquiry be directed to (please tick)?**

* Clinical team
* Fundraising and events team
* Retail and operations team
* Governance team (for all other areas)

1. **What would you like to tell us?**Please provide sufficient detail to enable us to understand what has happened (or not happened) that has led to you getting in touch. You do not need to provide personal information at this stage as we will contact you to discuss this further.

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1. **If you can, please describe the resolution or outcome you are seeking**

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1. **Have you already discussed this with anyone at Jersey Hospice Care?**

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1. **Please provide your name and contact details so that we can get in touch with you**

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Please return this form to the Governance Team, Jersey Hospice Care, Mont Cochon, St Helier, JE2 3JB

or email to rachelsmith@jerseyhospicecare.com