

## Care Inspectorate

The Care Inspectorate (formally known as Social Care and Social Work Improvement Scotland) is a scrutiny body which supports improvement. It exists to look at the quality of care in Scotland to ensure it meets high standards. Where areas of improvement are identified, the Care Inspectorate supports service providers to make positive changes.

You can go directly to the Care Inspectorate with any concerns or complaints you have about our care services. They can be contacted by phone, in writing or in person to the address below.

The Care Inspectorate would also be the appropriate place to contact if you are dissatisfied with the outcome of a complaint you have raised with us for a relevant service.

## Contact Details

### Complaints Officer The Ayrshire Hospice

Lochranza Building  
Ailsa Hospital Campus  
Dalmellington Road  
Ayr  
KA6 6AB

Tel: 01292 269200  
[www.ayrshirehospice.org](http://www.ayrshirehospice.org)

Clinical complaints for Living Well Hub and Respite & Response service can also be directed to:

### Care Inspectorate

Compass House, 11 Riverside Drive  
Dundee  
DD1 4NY

Tel: 0345 600 9527  
[www.careinspectorate.com](http://www.careinspectorate.com)

**Ayrshire  
Hospice**

Making today matter

Clinical complaints for all other hospice services can also be directed to:

### Healthcare Improvement Scotland

Programme Manager  
Independent Healthcare Services Team  
Healthcare Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

Tel: 0131 623 4342  
[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

Non-clinical complaints can be directed to:

### Office of the Scottish Charity Regulator (OSCR)

2nd Floor  
Quadrant House  
9 Riverside Drive  
Dundee  
DD1 4NY

Tel: 01382 220446  
[www.oscr.org.uk](http://www.oscr.org.uk)

As part of our service level agreement with **NHS Ayrshire & Arran**, complaints can also be sent to:  
Complaints Team  
NHS Ayrshire & Arran  
PO Box 13, Eglinton House, Ailsa Hospital,  
Dalmellington Road, Ayr KA6 6AB

Tel: 01292 513620  
Email: [complaintsteam@aapct.scot.nhs.uk](mailto:complaintsteam@aapct.scot.nhs.uk)  
[www.nhsaaa.net](http://www.nhsaaa.net)



Registered  
Charity  
SC011390

Last reviewed: June 2022

**Ayrshire  
Hospice**  
Making today matter

# Comments, concerns and complaints



[www.ayrshirehospice.org](http://www.ayrshirehospice.org)

## Comments and concerns

We welcome your views, either personally or through a chosen representative. Your views help us to know when we are getting things right as well as giving us the opportunity to address problems as they arise.

Any comments and concerns can be discussed with any member of staff or volunteer who will direct this information to the most appropriate person.

Alternatively you can complete the form on our website via the QR code:



Any comments and concerns will be dealt with sensitively and effectively.

## Complaints

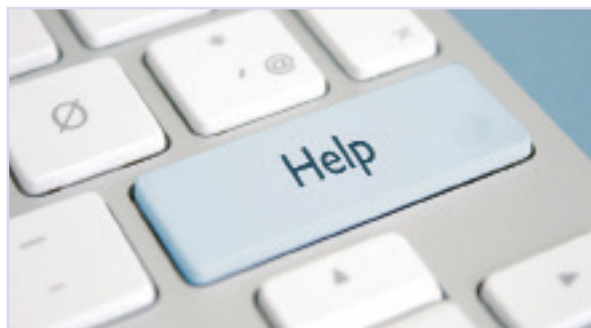
Complaints are different to concerns. They are a formal way to resolve an issue after initial attempts have been unsuccessful - the person raising the issue remains dissatisfied and wants to take the matter further.

We would encourage you to raise concerns with us at as early a stage as possible, before they become a complaint. This will allow us to make earlier interventions and improvements. However we do understand that this may not always be possible.



We take all complaints extremely seriously and our complaints policy is designed to ensure we respond to and resolve official complaints effectively.

Complaints, verbal or written, are handled in a quick and efficient manner with complete fairness to the person complaining, staff and volunteers. We welcome every opportunity to resolve complaints at a local level within the hospice.



## How to complain

You don't have to write down your complaint - we take verbal complaints just as seriously as written complaints. Most complaints can be resolved easily through discussion with the head of the department involved. When complaints cannot be resolved through discussion, the Complaints Officer will assist you further.

Details of your complaint must be received:

- Within six months of the event you want to complain about or
- Within six months of realising you have a reason to complain (within 12 months of the event)

The Complaints Officer will respond to your complaint and reply within three working days. Your complaint will be thoroughly investigated and a written response with proposed action will be sent to you within twenty working days.

During the investigation, you will receive every consideration and an apology where this is appropriate. In investigating your complaint we aim to find out what happened and identify what we can do to prevent the problem recurring.

## Who can complain

Complaints can be made on behalf of someone else, however when a patient is involved, we are bound by the rules of patient confidentiality. If you are complaining on behalf of a patient, you are required to provide their written permission, unless they are unable, through illness, to provide this.

## Health Improvement Scotland

Healthcare Improvement Scotland (HIS) has been established under the Public Services Reform (Scotland) Act 2010. It exists to promote improvements in the quality of healthcare, including the regulation of independent healthcare services.

You can go directly to HIS with any concerns or complaints you have about clinical services at the hospice. They can be contacted by phone, in writing or in person to the address overleaf.

HIS would also be the appropriate place to contact if you are dissatisfied with the outcome of a complaint you have raised with us.

