

Compliments, Suggestions and Complaints

About St Vincent's Hospice

St Vincent's Hospice is a leading provider of specialist palliative and end of life care, based in Renfrewshire.

We deliver compassionate, patient-centred care and support to individuals living with life-limiting conditions, as well as to their families and carers.

Our services include inpatient care, community-based support, and family and bereavement services. As an independent charity, we are dedicated to making every moment matter for those we support.

We treat everyone with dignity, compassion, and respect — and we are always listening and learning to improve what we do.

Your views and experiences are invaluable in helping us shape and develop our services. Whether you have a compliment, suggestion, or concern, we welcome your feedback.

We want to hear from you if:

-  You have had a positive experience and would like to share a compliment
-  You have a suggestion to help us improve
-  You are unhappy with any part of our service and wish to make a complaint

Our Commitment to You

We listen carefully to all feedback

We manage, respond to, and address feedback in an **effective, efficient and sensitive** way

We record all feedback **confidentially**, in line with UK GDPR and the Data Protection Act 2018

We aim to learn from all feedback and **continuously improve** our services



Complaints

Step 1 – Informal Resolution

If you have a concern, please speak to the staff member involved in the first instance. Many issues can be resolved at this stage.

Step 2 – Formal Complaint

If you are not satisfied with the informal response, or your concern requires a more formal investigation, please contact a senior member of the team.

We will:

Acknowledge your complaint within **5 working days**

Investigate your complaint, led by a senior member of staff

Provide you with a full response within **20 working days**

Step 3 – Appeal

If you remain unhappy with our response, you may escalate your complaint in writing to:

Chief Executive
St Vincent's Hospice
Midton Road
Howwood
Johnstone
PA9 1AF

Telephone: **01505 705635**

Email: info@svh.co.uk

Step 4 – External Review

If you are still dissatisfied after our internal process is complete, you have the right to contact our regulator:

Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

Telephone: **0131 623 4300**

Email: his.ihcregulation@nhs.scot

Compliments & Suggestions

If you would like to share a compliment or suggestion, please do so as soon as possible after the event.

You can contact us in any of the following ways:

- Speak directly to a member of our team
- Use the Contact Us form on our website: Home - St Vincent's Hospice
- Email: info@svh.co.uk
- Complete and return the form attached to this leaflet, to:

Freepost RTJG-UGGC-KJYB

St Vincents Hospice
Old Howwood Road
Howwood
Johnstone
PA9 1AF

All compliments and suggestions are shared with relevant team members and used to celebrate good practice and inform future improvements.

Name:

Date:

Address:

Email Address:

Contact Number:

Nature of Enquiry:

(e.g. Compliment, Suggestion, Complaint)