

# Suggestions, Compliments & Complaints

We work very hard to provide the highest standards of care and service to our patients, their families and our supporters. However, we are aware that we may not always get it right.

You can pass your feedback to any one of our members of staff. We also have feedback forms and boxes situated around the Hospice where you can leave written feedback.

## How to make a complaint?

Please do not hesitate to make your views known to any member of staff. Problems can often be addressed immediately and minor matters that concern you should be dealt with as soon as they arise.

If this does not resolve your concern, or you feel the matter is of a more serious nature, you can make a formal complaint in writing to the Chief Executive, Mary Ann Evans Hospice, Eliot Way, Nuneaton, CV10 7QL.

For a copy of our complaints procedure please give us a call on 024 7686 5440.

Mary Ann Evans Hospice welcomes all feedback, suggestions, compliments or complaints.

Useful Contacts  
Care Quality Commission  
City Gate,  
Gallowgate,  
Newcastle upon Tyne,  
NE1 4PA

Tel: 03000 616161  
[www.cqc.org.uk](http://www.cqc.org.uk)

