

## Service information

# Making a complaint



What to do if you have a complaint about the treatment or service you have received from Marie Curie Cancer Care

Marie Curie Cancer Care provides high quality nursing, totally free, to give people with terminal cancer and other illnesses the choice of dying at home, supported by their families.

Marie Curie  
Cancer Care



## Making a complaint

What to do if you have a complaint about the treatment or service you have received from Marie Curie Cancer Care.

Hopefully we will be able to answer your concerns quickly.

Although we work hard to offer high standards of service and care at all times, things can sometimes go wrong. Should this happen, we will do all that we can to put things right for you and to make sure that the same thing doesn't happen again.

Marie Curie Cancer Care views complaints as a positive opportunity to learn how we can improve.

## Talking it through

If you have a complaint about treatment or care, it is best to try and sort it out straight away.

If you are an in-patient or visiting a patient, the best person to talk to is the nurse in charge of the ward.

If you are an outpatient, please ask the member of staff at reception who you should talk to. If the care or treatment has been provided in your own home please ring the number on the calling card the nurse provided you with.

## What if I'm not satisfied?

If you are not happy with the response you receive you can make a complaint in writing to:

Mr Thomas Hughes-Hallett

Chief Executive

Marie Curie Cancer Care

7th Floor, 89 Albert Embankment

London SE1 7TP



## What happens next?

When we receive a written complaint we will write back to you within two working days to confirm we have received your letter. We will then ask a senior manager to look into your concerns. The manager may ask to meet you to discuss your concerns further. You can ask to meet with them if you feel that would be helpful.

Your complaint will not be recorded in your medical notes and will not affect your future care in any way.

We will always do our best to give you a full reply as quickly as possible. We aim to give a complete reply within 20 working days from the receipt of your complaint.

However, it may take us longer to investigate your complaint fully, especially if the issues are complicated. If a delay occurs we will still write to you within 20 working days to update you on how the matter is progressing.

We will always try to focus on corrective action.

## What if I'm still not satisfied?

If you feel that you would like to take your complaint further you can contact the following:

### England

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank, London SW1P 4QP  
Helpline: 0345 015 4033  
(8.30am - 5.30pm Monday to Friday)  
phso.enquiries@ombudsman.org.uk  
www.ombudsman.org.uk

The care provided is regulated by: Care Quality Commission  
St Nicholas Building  
St Nicholas Street  
Newcastle upon Tyne  
NE1 1NB  
Phone: 03000 616161  
enquiries@cqc.org.uk  
www.cqc.org.uk

### Scotland

#### **For the Marie Curie Hospices (Edinburgh and Glasgow):**

Healthcare Improvement Scotland (HIS), Elliot House  
8-10 Hillside Crescent  
Edinburgh EH7 5EA  
Phone: 0131 623 4300  
comments.qis@nhs.netm  
The care provided is regulated by HIS.

#### **For the Marie Curie Nursing Service:**

Social Care and Social Work Improvement Scotland (SCSWIS)  
Compass House  
11 Riverside Drive  
Dundee DD1 4NY  
Phone: 0845 600 9527  
enquiries@scswis.com  
www.scswis.com

The care provided is regulated by SCSWIS.

### Wales

#### **For the Marie Curie Nursing Service:**

Care and Social Services Inspectorate Wales (CSSIW)  
South East Regional Office  
6th Floor Civic Centre  
Pontypool, Torfaen NP4 6YB  
Phone: 01495 761200  
cssiw.southeast@wales.gsi.gov.uk  
www.cssiw.org.uk

The care provided is regulated by CSSIW.

#### **For Marie Curie Hospice, Penarth:**

Healthcare Inspectorate Wales (HIW) Bevan House  
Caerphilly Business Park  
Van Road, Caerphilly CF83 3ED  
Phone: 029 2092 8850  
hiw@wales.gsi.gov.uk  
www.hiw.org.uk

The care provided is regulated by HIW.

### Northern Ireland

The Ombudsman, Freepost BEL 1478, Belfast, BT1 6BR  
Phone: 02890 233821  
ombudsman@ni-ombudsman.org.uk

The care provided is regulated by: The Regulatory and Quality Improvement Authority  
9th Floor, Riverside Tower  
5 Lanyon Place, Belfast BT1 3BT  
Phone: 028 9051 7500  
info@rqia.org.uk  
www.rqia.org.uk

For more information on Marie Curie Cancer Care visit:  
**www.mariecurie.org.uk**