

The Sue Ryder logo is located in the top right corner. It consists of the name "Sue Ryder" written in a white, cursive script font, enclosed within a blue, hand-drawn, irregular shape that resembles a speech bubble or a splash of paint. The background of the entire page is white, with large, abstract, organic shapes in teal, orange, and blue.

# **How to raise a concern or make a complaint**



at SUE RYDER  
**Maya**  
registered nurse

Sue Ryder



## Raising a concern or making a complaint


For more than 70 years, Sue Ryder has supported those living with a life-limiting illness or grief.

We strive to provide the best possible care and support, but we recognise that we might not always get it right.

If you have any concerns at all, no matter how small, please raise with our team as soon as you are able. If your concern is of a more serious nature, you may wish to make a formal complaint.

This leaflet outlines the process for raising a concern or a complaint, as well as other organisations who can provide support.

If you have any other feedback or suggestions, we recommend raising with our team directly, or you can do so online at [sueyder.org/ServiceFeedback](https://sueyder.org/ServiceFeedback).



# Frequently asked questions

## **Can I make a complaint on behalf of someone else?**

Yes. Where possible, if you are raising a concern or complaint on behalf of someone we support, you will need to obtain their consent.

## **If I make a complaint while still receiving care, will this affect my care in the future?**

Absolutely not. We welcome feedback, and actively encourage people to share any concerns so that we can put these right as soon as possible.

## **How long will I be expected to wait for a response to my concern or complaint?**

Depending on the issue raised, some concerns can be resolved straight away, while in other instances we may need time to look into this further. We aim to respond to complaints within 20 working days, and where this is not achievable we will ensure you are kept informed.

## **I don't want to make a formal complaint but I am feeling anxious and uneasy about the service. What do I do?**

Please don't hesitate to speak to us. No matter is too small to discuss. We can often resolve issues without going through any formal process.

### **How long after the event can I complain?**

The sooner you tell us about your concern or complaint, the sooner we can investigate and put things right for you, and for others who may be affected too.

Sometimes, a longer period might have passed before you are able to raise your concern. In these instances, it might take us longer to investigate than we normally would, but we will do our best to respond.

### **Who else can I speak to?**

There are several external organisations that can provide advice and guidance with making a complaint, or conduct an independent review of any complaints we have been unable to resolve.

Please see the 'Other organisations that can help' page of this leaflet for further details.



# Other organisations that can help

The following organisations are able to provide independent advice or conduct an external review of complaints:

## Parliamentary and Health Service Ombudsman

The Ombudsman investigates unresolved complaints about services funded by the NHS, and provides advice on how to raise a concern with the service provider.

Call: **0345 015 4033**

Visit: [ombudsman.org.uk](http://ombudsman.org.uk)

## Care Quality Commission (CQC)

The CQC monitors, inspects and regulates health and care services in England. They take account of feedback and complaints but do not investigate these; the Ombudsman manages this.

Call: **0300 061 6161**

Visit: [cqc.org.uk](http://cqc.org.uk)

## The Patients Association

The Association provides independent information and support for patients, including guidance on how to make a complaint.

Call: **0800 345 7115**

Visit: [patients-association.org.uk](http://patients-association.org.uk)

Serious allegations of professional misconduct can be reported to the following bodies:

## Nursing & Midwifery Council

Visit: [nmc.org.uk](http://nmc.org.uk)

## General Medical Council

Visit: [gmc-uk.org](http://gmc-uk.org)

## Health & Care Professions Council

Visit: [hcpc-uk.org](http://hcpc-uk.org)



# Process of raising a concern or making a complaint

If you have a concern or complaint, please speak with a member of staff or someone in charge.



We will discuss this with you, and where possible will address the issues raised straight away.



Depending on the nature of your concern or complaint, we may need to conduct an investigation to better understand what has happened and prevent it from happening again.



You will be as involved in the investigation as you want or feel able to be, with the opportunity to share information and ask questions throughout. We will share the findings and any changes that are being made as a result.



If you feel that your concerns have been addressed, we will close the complaint.



If you feel that the issues raised have not been fully addressed, we will speak with you about how to further resolve, or how to escalate.

You may want to speak to an external organisation for advice about raising a concern, or to conduct an external review of any unresolved complaints. Please see overleaf for organisations that can help.

# There when it matters

Sue Ryder is here to make sure everyone approaching the end of their life or living with grief can access the support they need. There is no one size fits all when it comes to how we cope and the help we need, but with our support, no one has to face dying or grief alone.

**We are there when it matters.**

## For more information

visit: [sueryder.org/ApproachToCare](https://sueryder.org/ApproachToCare)

email: [healthandsocialcare@sueryder.org](mailto:healthandsocialcare@sueryder.org)

 [/SueRyderNational](https://www.facebook.com/SueRyderNational)

 [@SueRyderCharity](https://www.instagram.com/SueRyderCharity)

This document is available in alternative formats on request.

Sue Ryder is a charity registered in England and Wales (1052076) and in Scotland (SC039578). Ref. No. 07637a. © Sue Ryder. December 2023.

The Sue Ryder logo consists of the words "Sue Ryder" in a white, handwritten-style font, set against a blue, irregular, brush-stroke-like background shape.