

The logo for Sue Ryder, featuring the name "Sue Ryder" in a white, cursive script font inside a blue, rounded rectangular shape. The background of the slide includes a green abstract shape in the top left, an orange abstract shape in the bottom left, and a large blue abstract shape in the bottom right.

Sue Ryder

How to raise a concern or make a complaint



Hello my name is
Maya
Registered Nurse

Five Rights




Raising a concern or making a complaint

At Sue Ryder, 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.



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:

Care Inspectorate

The Care Inspectorate regulates our activities in Scotland. If you are concerned about the standard of care, you can raise it with the Care Inspectorate by filling in their online form, or contacting them on the telephone number below.

Call: **0345 600 9527** (Monday to Friday, 9.00am - 4.00pm)

Visit: [careinspectorate.com](https://www.careinspectorate.com)

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](https://www.patients-association.org.uk)

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

Nursing & Midwifery Council

Visit: [nmc.org.uk](https://www.nmc.org.uk)

General Medical Council

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

Health & Care Professions Council

Visit: [hcpc-uk.org](https://www.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.

For more information

visit:

sueryder.org/ApproachToCare

email:

healthandsocialcare@sueryder.org

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. 07637b. © Sue Ryder. December 2023.

