



# How to comment or raise a concern/complaint about our services

[loros.co.uk](http://loros.co.uk)

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

# How to comment or raise a concern/ complaint about our services

## How to comment on our services

We use your comments to improve our services. You can talk to any of our staff at any time. You can also fill in a Tell Us What You Think card and put into one of the boxes located in reception, outpatients, day therapy and ward areas – you don't have to give your name.

If you are a patient or carer, you are welcome to attend one of our regular meetings with patients and carers, where you can share your views and experiences to help shape our services for future patients. For further information please contact (0116) 231 3771.



## How to raise a concern or make a complaint

If you have any concerns or would like to complain, we'd like to try to resolve these as soon as possible. You can let us know about the issue by talking to any member of staff, or by putting your concerns in writing and handing it to a member of staff, sending it to the Director of Patient Services & Clinical Quality via email to [info@loros.co.uk](mailto:info@loros.co.uk) or posting it to the address at the end of this leaflet.

## What happens next?

- The Director of Patient Services & Clinical Quality or their deputy will write to confirm that we have received the complaint within three working days.
- The appropriate manager will investigate the issues raised and we will reply with the findings and any actions proposed within 28 days unless there are any extenuating circumstances. You will be notified if there will be a delay to this.

The senior clinical team will ensure that any necessary changes are implemented to help improve future patient care.

## Getting help to complain or raise a concern

Some people may not feel well enough to make a complaint or raise a concern, or may be unsure what to expect. Please feel free to bring a friend or relative with you to talk about your concerns or you could ask them to help you put your concerns in writing. Alternatively, we can arrange for a member of staff to help, or give you details of an independent advocacy service.

## If you are not satisfied with our response

As an organisation we hope to resolve any concerns raised.

We hope our response will reassure you that we have taken your concerns seriously and addressed any required changes to our services. We are also happy to arrange a meeting with the relevant clinical and management staff to help to reach a satisfactory conclusion.

If following this you are still not satisfied with the outcome, you can complain to the Health Service Ombudsman at: **[www.ombudsman.org.uk/about-us/contact-us](http://www.ombudsman.org.uk/about-us/contact-us)** or contact their helpline: **0345 015 4033**

The Care Quality Commission has a responsibility for checking every care provider that is registered meets important standards of quality and safety. Even though they cannot look into individual complaints they would like to hear from you about your experience.

You can write to them at: **Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA**

Telephone them on: **03000 616161** or visit their website at: **[cqg.org.uk](http://cqg.org.uk)**



This leaflet is updated regularly. For the most up-to-date information please visit [loros.co.uk/care](https://www.loros.co.uk/care)

LOROS Hospice is dedicated to ensuring equality and diversity is at the core of all our activities.

### In case of comments or complaints, please contact:

Chief Executive, or Director of Patient Services & Clinical Quality, LOROS, Groby Road, Leicester LE3 9QE

### Alternative language copies available

Please contact Patient Information on 0116 231 8435

જો તમને આ માહિતીની અન્ય ભાષા અથવા સ્વરૂપમાં આવશ્યકતા હોય તો કૃપા કરી ટેલીફોન નંબર 0116 231 8435 પર Patient Experience Lead PA (પેશન્ટ એક્સપેરીયન્સ લીડ પીએ) નો સંપર્ક કરો

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na język obcy lub w innym formacie, prosimy skontaktować się z PA Zespołu Patient Experience pod numerem telefonu 0116 231 8435.

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਰੋਗੀ ਅਨੁਭਵ ਪ੍ਰਤੀਨਿਧੀ PA ਨਾਲ 0116 231.8435 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Haddii aad ku dooneyso macluumaadkan luqad kale ama habeyn kale fadlan la soo xiriir Hogaan Bukaanka Waayo-aragga PA taleefoon nambarka 0116 231 8435

আপনি অন্য কোনো ভাষা বা ফরম্যাটে এই তথ্য পেতে চাইলে অনুগ্রহ করে 0116 231 8435 টেলিফোন নম্বরে প্যাসেন্ট এক্সপেরিয়েন্স লিড পিএ-তে যোগাযোগ করুন

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی پیشنٹ ایکسپیرینس لیڈ کے سے اس فون نمبر پر بات کریں 0116 231 8435

**LOROS** Groby Road, Leicester LE3 9QE

☎ (0116) 231 3771

✉ [info@loros.co.uk](mailto:info@loros.co.uk)

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