



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

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

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*



## 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. We have a digital survey called, 'Tell Us What You Think' survey.

Please use the 'Tell us what you think' QR codes situated around the hospice to share your feedback. Your comments are completely anonymous.

We also hold a Hospice User Group (HUG) which meets three times a year. The group shares views and experiences to help us improve our services. If you or a family member are interested and want more information, please ring (0116) 231 8435 or email [Josiegallo@loros.co.uk](mailto:Josiegallo@loros.co.uk)

## How to raise a concern or make a complaint

If you have any concerns or would like to make a complaint, we will 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 Care Services 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 Care Services 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: [ombudsman.org.uk/about-us/contact-us](http://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**  
Citygate Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

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

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

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

Chief Executive, or Director of Care Services, LOROS Groby Road,  
Leicester LE3 9QE or, Care Quality Commission, East Midlands Office,  
Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

If you would like this information in another language or format please telephone (0116) 231 8435 or email [info@loros.co.uk](mailto:info@loros.co.uk)

جیسے ایزی ریڈ یا بریل میں چاہتے ہیں تو براہ کرم 8435 231 0116 پر  
ٹیلی فون کریں یا اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ  
پر ای میل کریں [info@loros.co.uk](mailto:info@loros.co.uk)

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਿਵੇਂ ਕਿ ਈਜ਼ੀ ਰੀਡ  
ਜਾਂ ਬ੍ਰੇਲ, ਕਿਰਪਾ ਕਰਕੇ 0116 231 8435 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ [info@loros.co.uk](mailto:info@loros.co.uk) 'ਤੇ ਈਮੇਲ ਕਰੋ

Jeśli chcesz uzyskać te informacje w innym języku lub formacie, np. Easy Read lub Braille'a, zadzwoń pod numer 0116 231 8435 lub wyślij e-mail na adres [info@loros.co.uk](mailto:info@loros.co.uk)

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

☎ (0116) 231 3771

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

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