

## How to make a complaint

Zoe's Place aims to provide high quality services and we always welcome constructive comments and feedback. We continually strive to improve our services in partnership with service users and supporters. Zoe's Place management promises to respond to concerns about our services or any aspect of how we operate, and to investigate complaints in an appropriate and efficient manner.

1. Any concerns or complaints expressed to any member of staff at Zoe's are dealt with in accordance with our Complaints Policy. If your complaint has not been resolved on the spot, you can contact your local Head of Care or Head of Fundraising (as applicable to the subject of your complaint). You can make a complaint verbally or in writing – see contact details below.
2. For verbal complaints, if the person you want to speak to is not immediately available, a member of the team will make an appointment for you at the earliest convenience.
3. You will be asked to be specific about your concern and who or what you are complaining about. You may be asked what you expect as the outcome and your comments will be recorded. You will receive a written acknowledgement within 3 working days.
4. The Head of Care or Head of Fundraising will undertake to resolve your difficulties and will report back to you within 25 working days. You may be invited to a meeting to resolve your difficulties and you may take someone with you to this meeting.
5. If you would prefer to contact an outside agency about your complaint, or if you're unhappy with how we have handled your complaint, you may get in touch with the following organisations:

**Parents/guardians:** Parliamentary and Health Service Ombudsman,  
Millbank Tower, Millbank, London SW1P 4QP.  
Telephone: 03450 154033

**Donors/supporters:** Fundraising Regulator, Eagle House, 167 City Road, London,  
EC1V 1AW  
Telephone: 0300 999 3407



### **Heads of Fundraising**

**Zoe's Place Coventry: Ian Carr**

ian.carr@zoes-place.org.uk

**Zoe's Place Liverpool: Matt Meaney**

matt.meaney@zoes-place.org.uk

**Zoe's Place Middlesbrough: Harriet Langston**

harriet.langston@zoes-place.org.uk

### **Heads of Care**

**Zoe's Place Coventry: Gina Harris**

gina.harris@zoes-place.org.uk

**Zoe's Place Liverpool: Michelle Wright**

michelle.wright@zoes-place.org.uk

**Zoe's Place Middlesbrough: Beth Hill**

beth.hill@zoes-place.org.uk

### **Hospice addresses:**

Easter Way, Ash Green, Coventry CV7 9JG  
02476 361675

Yew Tree Lane, West Derby, Liverpool, L12 9HH  
0151 228 0353

Crossbeck House, High Street, Normanby, Middlesbrough, TS6 9DA  
01642 457985