How to raise a concern or make a complaint

Zoe's Place Baby Hospice is committed to providing high quality services. Sometimes we don't get it right, and we always welcome constructive comments and feedback. Zoe's Place Baby Hospice management will respond to all concerns and complaints about our service or about how we operate.

- If you express a concern or raise a complaint with any member of Zoe's Place Baby Hospice staff, we will try to resolve the matter on the spot where possible/appropriate.
- If you decide to make a formal complaint, we will send you a written acknowledgement within 3 working days of receiving it; if there is an investigation we will report back to you within 20 working days where possible.
- You have the option to contact your local Head of Care or Head of Fundraising directly (as applicable to the subject of your complaint) - please see contact details below.

COVENTRY
Head of Care: Tracey Armstrong Email: tracey.armstrong@zoes-place.org.uk
Head of Fundraising: to be confirmed

Zoe's Place Baby Hospice, Easter Way, Ash Green, Coventry CV7 9JG
Telephone: 02476 361675

MIDDLESBROUGH
Head of Care: Beth O'Gara Email: beth.ogara@zoes-place.org.uk
Head of Fundraising: Lisa Wilson Email: lisa.wilson@zoes-place.org.uk

Zoe's Place Baby Hospice, Crossbeck House, High Street, Normanby, Middlesbrough, TS6 9DA
Telephone: 01642 457985

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/carers
Care Quality Commission: Online feedback form at https://cqc.org.uk/give-feedback-on-care
Telephone 03000 616161

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

This procedure is part of the Zoe's Place Baby Hospice Complaints and concerns policy