



## Comments

We are always interested to hear your views and comments. If you have any suggestions, you can let us know by completing one of our comments cards (attached). Or, you can of course telephone us or call in person. In addition, each Grove House shop has a suggestion box for your use.

## Compliments

It is very reassuring and motivating for all of us to know that we are meeting the high standards of service and care that we set for ourselves. If you are particularly pleased with the care you have received, or the service we provide, we would be delighted if you would let us know. You can do this by using one of our comments cards or by calling us by phone or in person.

## Complaints

Sometimes we don't get things right and mistakes do happen. When they do, we like to hear about them. If you have any cause for complaint about any aspect of our care or service, please let us know. You can do this verbally or in writing - either way we will take your complaint seriously and will investigate the matter promptly. All complaints will be dealt with sympathetically and in complete confidence.

## If you have a complaint:

Ask to speak with one of the senior managers, who will try to deal with your concerns straight away, or, will discuss the complaints procedure with you and will arrange to come back to you once the matter has been investigated.

Your complaint will be acknowledged within 2 days of receipt. We aim to resolve all complaints within 5 working days. Once an assessment and full investigation of your concerns has been made, we will respond with a decision. Sometimes more detailed enquires are needed. If this is likely, we will contact you with an update and will give you an expected date of response.

If you are not happy with the response to your complaint, ask to see or write to the Chief Executive of Grove House to discuss the matter further. If the matter cannot be resolved immediately, you will be informed how long this is likely to take and if there are any delays you will be fully advised.

If you are still unhappy with the outcome, you can arrange to meet the Chairman of Trustees of Grove House. You can write or telephone to make an appointment:

Grove House  
Waverley Road, St Albans AL3 5QX  
Telephone: 01727 731000  
Fax: 01727 832755

We record every comment, compliment or complaint we receive. They are reported and discussed where appropriate at bi-monthly management meetings. Your comments enable us to sort out mistakes and change things if necessary.

Thank you for helping us to constantly improve our services.

## Contact Details

Mark Lister, Chief Executive

Sue Varvel, Director of Patient Services

Fran Deane, Deputy Director of Patient Services

Trisha Pickersgill, Head of Support Services

Paul Parrish, Fundraising Director

Grove House  
Waverley Road, St Albans AL3 5QX  
Telephone: 01727 731000  
Fax: 01727 832755

You can also contact:

Healthcare Commission  
East of England Team  
1st Floor  
Finsbury Tower  
103-105 Bunhill Row  
London, EC1Y 8TG