



Feedback, comments, compliments, and complaints

Your care, your opinion matters

Your feedback, comments, compliments and complaints

At Martin House we aim to put children, young people and their families at the heart of everything we do. Your feedback helps us learn, improve, and make sure we continue to meet your needs.

This leaflet explains how you can tell us about:

- Something that went well
- Something we could do better
- A concern or complaint
- An idea for improving our services

We are always ready to listen.

Your care. Your feedback

We know that coming to Martin House—whether for care, support, or respite—is a deeply personal experience. If something isn't right, or if you feel worried or unhappy with any part of our service, please let us know as soon as possible. Understanding your experience can help us to see things that we may miss as a staff member.

We will always treat your comments or concerns:

- Seriously
- Confidentially
- With respect
- Without affecting your care or support







How to share a comment, compliment or concern

You can talk to us in whichever way feels easiest:

Speak to a member of staff

They can help you or put you in touch with the right person

Ask to speak to a manager

You can request to speak with a Care Team Leader or the relevant team manager at any time.

Complete the online care opinion card



Here is a copy of our QR code which provides a link to our online Friends and Family Test and Care Opinion card.

Contact our family support team

They can support you through the feedback process or help you raise a concern.

Email: familysupport@martinhouse.org.uk

If you want to make a formal complaint

If you would like to make a formal complaint, you can do so verbally or in writing.

Please include:

- What happened
- When and where it happened
- Who was involved
(if you feel comfortable sharing this)
- What you would like to happen next
- Without affecting your care or support

If your complaint is complex, we'll keep you updated regularly while we investigate everything.

Write to us:

Victoria Greensmith
Director of Clinical Services
Martin House Children's Hospice
Grove Road, Boston Spa
Wetherby, LS23 6TX

Email: complaints@martinhouse.org.uk



What happens next?

Once we receive your complaint, we will:

- Acknowledge it within two working days
- Investigate thoroughly and fairly
- Give you a clear explanation of what we found
- Share any actions or changes we will make

If your complaint is complex, we'll keep you updated regularly while we investigate everything.

If you're not satisfied

If you feel your concern hasn't been resolved, you have the right to take it further.

You can contact:

Care Quality Commission (CQC)

While the CQC can't investigate individual complaints, they welcome feedback about services.

Website: <https://www.cqc.org.uk>

Phone: 03000 616161

Or, if your complaint relates to NHS-funded services we provide, you may contact the relevant NHS commissioner.

Working together

We are committed to learning from every piece of feedback we receive. Your experiences help us make Martin House the best it can be for every child, young person, and family.

Thank you for helping us get it right.







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