

Contact us

Tel: 01865 794749

Email: patientexperience@helenanddouglas.org.uk



Find out more about Helen & Douglas House at hdh.org.uk

Postal address: Complaints, compliments and Suggestions
Helen & Douglas House, 14A Magdalen Road, Oxford, OX4 1RW

Helen & Douglas House is a registered charity and no payment is requested from children and their families who receive our care and support.

Registered charity no. 1085951

IC.CCC.04.2025



Complaints, compliments and suggestions

We'd love to hear from you

Helen & Douglas House strives to provide a quality service with the highest standards of care. We acknowledge that, at times, there may be complaints, compliments and suggestions made about the service/s we provide.

We are constantly seeking ways to improve our services and aim to use your complaints, compliments and suggestions to evaluate and inform a high-quality service across the organisation.

Please feel free to say how you feel. Where you have made comments, we would also welcome any solutions that you may have.

Suggestions

We would welcome suggestions relating to any aspect of the service, such as; the environment, our care, the food, the way the staff work and facilities.

Compliments

We welcome positive feedback. Any compliments will be passed on to the team/staff you have mentioned.

Complaints

We will acknowledge your complaint within two working days of receiving this. All complaints will be taken seriously and individually investigated. We will aim to send a full response to you outlining any findings within 28 days of receiving your complaint. In circumstances where we are unable to complete an investigation within this timeframe due to complexities, we will write to you to let you know and give you a timeframe for completion.

Any person who has/is receiving care from Helen & Douglas House has the right to complain. It is important that complaints are made as soon as possible to the event to allow a timely investigation to be carried out.

To start the process, get in touch with us by emailing the Director of Nursing and Care at patientexperience@helenanddouglas.org.uk, or completing the attached form, or speaking to a member of staff. Our formal Complaints Policy and Procedure is available on our website.



Sharing your views

You can share your views by emailing the Director of Nursing and Care at patientexperience@helenanddouglas.org.uk, or completing this form (and handing it to a member of staff or send it by post - address overleaf), or speaking to a member of staff.

I would like to:

- Make a suggestion
- Make a compliment
- Make a complaint



Please write the full details below. If posting, please detach this page once completed and return using the address overleaf.

Your details (optional)

Please leave this blank if you wish to remain anonymous, but we will be unable to reply to you if you choose this option.

Title
First name
Last name
Address
.....
.....
Telephone
Email

How would you prefer us to contact you?

- Email
- Post
- Telephone
- Not required



Please use the space below to tell us about your suggestion, compliment, concern or complaint (add an additional sheet if required):

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