



Although we strive to ensure high standards of care and service at all times, things can occasionally go wrong.

If you are unhappy with the care or service you have received from St Andrew's Hospice, please let us know.

We will do all we can to put things right for you and to make sure that the same thing does not happen again. St Andrew's Hospice views complaints as an opportunity to learn how we can improve.

Talking it through

If you have a complaint about treatment or care, it is best to sort it out straight away.

If you are an inpatient or visiting a patient, the best person to talk to is the nurse in charge of the ward.

If you are an outpatient or receive care at home, please ask to speak to the Outpatient & Community Team Manager.

If you are not happy with the response you receive, you can make a complaint by telephoning or by writing to:

Wendy Cowper
Quality & Governance Manager
St Andrew's Hospice, Henderson Street, Airdrie, ML6 6DJ
Tel: 01236 772002

Alternatively, you can write to Healthcare Improvement Scotland at any time:



Healthcare Improvement Scotland
Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB
T: 0131 623 4342

Web: [www.healthcareimprovementscotland.org/about_us/
contact_healthcare_improvement.aspx](http://www.healthcareimprovementscotland.org/about_us/contact_healthcare_improvement.aspx)