



## **The Butterfly Hospice Trust Complaints, Concerns and Feedback**

If you would like to make a complaint, raise concern or provide feedback  
About any aspect of our service please write to:

The Butterfly Hospice Trust

Rowan Way

Boston

PE21 9DH

Or email [enquiries@butterflyhospice.org.uk](mailto:enquiries@butterflyhospice.org.uk)

You will receive a response within 5 working days. Any complaint involving direct nursing care will be forwarded to Lincolnshire Community Health Care nursing team who will also issue a response within 5 working days.

Butterfly Hospice Trusts' full complaints procedure is available on request. If you would like a copy of this please email us at:

[enquiries@butterflyhospice.org.uk](mailto:enquiries@butterflyhospice.org.uk)

Please be assured that your personal details will only be used in connection with the matter you are raising in accordance with our Data Protection Policy.

Rowan Way Boston Lincolnshire PE21 9DH  
Email: [enquiries@butterflyhospice.org.uk](mailto:enquiries@butterflyhospice.org.uk) Tel: 01205 311222

Charity Number: 1113697

Company No: 05325476