

Complaints Policy

Introduction

Combat Cancer views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our Policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people wishing to lodge a complaint, know how to
- To make sure everyone involved with Combat Cancer is aware of the process when dealing with any complaints received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps the Charity improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Combat Cancer – encompassing our fundraising in the UK

Definition of a Complainant

Complaints may come from any individual, organisation or volunteer, who has a legitimate interest in our Charity, including the general public if something is perceived to be improper. All complaints can be received verbally, by phone, by email or in writing. Complaints received verbally or in person must be recorded and the appropriate evidence must be gathered in order to carry out an investigation fully and fairly for all parties

Confidentiality

All complaints information will be handled sensitively and in accordance with any relevant data protection requirements

Responsibility

Overall responsibility for this Policy and its implementation lies with the Charity Board of Trustees

Review

This Policy is reviewed regularly and updated as required.

Handling Complaints Procedure

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media. Complaints received by telephone or in person need to be recorded

Publicised Contact Details for Complaints:

Written complaints may be sent to-

Combat Cancer

27, Old Gloucester Street

London

WC1N 3AX

or

e-mail: info@combatcancercharity.org

Verbal complaints may be made by phone to 0300 3239976

Resolving Complaints

In person or phone complaints

A person who receives a phone or in person complaint must:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note the relationship of the complainant to Combat Cancer e.g. member of the public, organisation etc.
- ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words and with the relevant evidence as appropriate
- Inform the complainant what will happen next

Written complaints

The Charity Executive will investigate the complaint and take appropriate action. If the complaint relates to a third party or a specific person, they should be informed and given a fair opportunity to respond.

All complaints must be recorded in the complaint logbook and acknowledged within 5 working days, the acknowledgement include a copy of the complaints Policy and an indication of the time scale when a complaint could be resolved.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved at they can request that the complaint is reviewed at Board level. The complaint will be passed

to the Board of Trustees. The Board of Trustees may investigate the facts of the case, which may involve reviewing the paperwork of the case and speaking with the Charity Executive.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken by the Board of Trustees is final unless the Board decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or trustee should not also have the Chair and/or trustee involved

Monitoring and Learning from Complaints

Complaints log book will be monitored and reviewed monthly with a view to identify any trends which may indicate a need to take further action.