

# Your Feedback Matters to Us



At Cancer Fund for Children our supporters and stakeholders are hugely important to us.

Whilst we will always aim to work to the highest standards, we know that there may be times when we may not achieve this. Should this happen, we want to hear about it so that we can resolve it as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and will always aim to respond to them as quickly as we can. Should we get things wrong, we will apologise and do our best to put things right.

## Contact Us

- You can call us on 04428 9080 5599 – your concerns/queries will be directed to the relevant manager. Our phone lines are open Monday – Thursday 9am to 5pm and Friday 9am to 4pm. Outside of these hours, you can leave us a message and a contact number and we will return your call.
- You can email [feedback@cancerfundforchildren.com](mailto:feedback@cancerfundforchildren.com)
- Or, you can write to our Chief Executive at:  
Cancer Fund for Children  
Curlew Pavilion  
Portside Business Park  
Airport Road West  
Belfast  
BT3 9ED

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

## What will happen next?

We will aim to respond fully to any complaints or concerns within 14 days. Wherever possible, we will deal with it more quickly. If we think it will take longer, we will let you know.

You can contact us in whichever way is the most convenient to you and we will respond to you via the same method unless instructed otherwise – via phone, email or letter.

Cancer Fund for Children cannot respond to complaints made anonymously.

## Complaints Procedure – Social Media

- All complaints received through our social media platforms will be acknowledged as soon as possible by the Communications Team, who monitor the comments.
- When appropriate, the Communications Team will then direct the complainant to the relevant manager. Complaints and concerns will then be managed as outlined above.



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