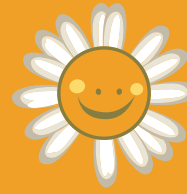


Feedback & Complaints



cancer fund
for children

Tell us what you think

At Cancer Fund for Children all our stakeholders are hugely important to us, and we want to ensure that we have an effective and comprehensive system in place for you to provide us with feedback.

We welcome and encourage both positive and negative feedback from people who use our services and support us. We commit to learn from the information we receive and to use learnings to inform improvements in our services and fundraising.

It is Cancer Fund for Children's responsibility to ensure that there is a system in place to record and investigate any feedback that is critical of our work and requires a response. This will be dealt through the complaints section of this policy. We are committed to ensure that children/adults, their families and members of the public are aware of their rights throughout the complaints process.

Feedback

Feedback is always welcome, and we hope that any child, adult, family member, volunteer, contractor or a member of the public will provide us with feedback about our service. This is information that can be used to help us make improvements and ensure we maintain high standards.

If you do have feedback about any aspect of our work, you can contact Cancer Fund for Children in writing, by telephone or email. Please give as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Making a formal complaint

We seek to ensure that complaints are:

- Listened to and investigated thoroughly
- Dealt with consistently by Cancer Fund for Children
- Acknowledged speedily and recorded
- Dealt with in an appropriate, fair and timely manner
- Learned from

If you do have a complaint about any aspect of our work, you can contact us using any of these options:

- 1 Email us at feedback@cancerfundforchildren.com
- 2 Call us on **028 9080 5599 / 01 562 1580** (Monday – Thursday 9am to 5pm and Friday 9am -4pm)
- 3 Write to us:

Northern Ireland

HR Department – Complaints Section
Cancer Fund for Children
Curlew Pavilion
Portside Business Park
Airport Road West
Belfast
BT3 9ED

Republic of Ireland

HR Department – Complaints Section
Cancer Fund for Children Ireland
38 Upper Mount Street
Dublin
D02 PR89

What happens next?

Once received, our aim is to always acknowledge your complaint within 14 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response to your formal complaint, you should submit a formal written appeal within 14 days, outlining in detail your reasons for your appeal. This will be forwarded to the Chief Executive who will appoint the most appropriate person to deal with the appeal. This may be a member of the Executive Leadership Team, who was not the decision maker with respect to the original complaint. Alternatively, the Chief Executive may, at their discretion, appoint an external reviewer to consider the appeal.

A response will be given within 14 days of the date of receipt of the written appeal.

If we cannot respond within the 14 days, we will explain why and provide a new deadline.

Your personal information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for the purposes connected with your complaint. We will only give your personal information to other people and organisations if you have given us permission.



cancerfundforchildren.com

HQ Office: The Cancer Fund for Children's registered office is Curlew Pavilion, Portside Business Park, Airport Road West, Belfast, BT3 9ED, Northern Ireland. The Cancer Fund for Children is a company limited by guarantee not having a share capital. Registered with the Charity Commission for NI NIC100532, HMRC tax number XR29768, Companies House NI049930.

Other Office: The Cancer Fund for Children Ireland's registered office is 38 Upper Mount Street, Dublin, D02 PR89, Republic of Ireland. The Cancer Fund for Children Ireland is a company limited by guarantee not having a share capital. Registered Charity in Ireland 20142681, Charity tax number CHY 21682, Companies Registration Office 590462.

