

Complaints Procedure

Cancer Focus Northern Ireland aims to provide a range of high quality services to all who access services or support our work through fundraising. We are always committed to meeting expectations and continuously improving the support we offer. We recognize, however, that there may be occasions when things go wrong.

It is important that we hear when this happens so that we can deal quickly with any issues raised. Feedback really helps us improve the quality of our work.

How to Complain

We hope that most problems can be sorted out easily and quickly - preferably at the time they arise and with the person concerned. If your problem cannot be sorted out in this way, or you feel you do not want to talk directly to the person concerned, you may wish to make a formal complaint.

A formal complaint should be made in writing to the Executive Assistant to the Chief Executive who acts as the Complaints Co-Ordinator. You can email your complaint to juliemcconville@cancerfocusni.org or write to Mrs Julie McConville, Cancer Focus NI, 40-44 Eglantine Avenue, Belfast, BT9 6DX.

We would like you to let us know about your complaint as soon as possible, ideally within a matter of days or at most, a few weeks. This will enable us to establish what happened more easily.

What We Shall Do

The Complaints Co-Ordinator will record and acknowledge your complaint in writing within 5 working days and will pass it on to the relevant Head of Department.

The Head of Department will aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint, we aim to:

- Find out what happened and what, if anything, went wrong.
- Make it possible for you to discuss the problem with those concerned - if you would like this.
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

Right of Appeal

If you are unhappy with the reply that you get from the individual Department, you have a Right of Appeal to the Chief Executive. You should contact the Chief Executive in writing through the Complaints Co-Ordinator.

Fundraising Complaints

Fundraising activities in Cancer Focus NI are regulated by the Fundraising Regulator. If you have a complaint about any aspect of our fundraising, in addition to the internal procedure outlined above, you can contact the Fundraising Regulator for an independent investigation via their website at <http://www.fundraisingregulator.org.uk> by post to Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, Old Street, London, N1 6AH, or by phone on 0300 999 3407.