

Comments, compliments and complaints

Tenovus Cancer Care aims to provide the highest standards of care and service to patients, families, carers, customers, and those who donate their time or give financial support to the charity.

We're a member of the Fundraising Standards Board and adhere to the Fundraising Promise. Complaints regarding our fundraising activities are dealt with in line with the guidelines of the Fundraising Standards Board.

Complaints regarding the Services we provide or our administration will be dealt with in line with our own internal complaints procedure, detailed below.

We hope that you will be happy with every aspect of our care and service and we welcome your views, comments and suggestions.

Your comments

We are always interested to hear your ideas, views and comments. If you have any suggestions you can let us know in writing, telephone us or call and arrange a time to come in and see us.

Your compliments

If you are particularly pleased with your experience of Tenovus Cancer Care we would be delighted if you would let us know. It's great to have your feedback!

Your complaints

Sometimes we don't get things right and mistakes do happen. When they do, we like to hear about them. We can learn from them and prevent them happening again. If you have cause for complaint about any aspect of our care or service, please let us know. You can do this verbally or in writing - either way we will take your complaints seriously and investigate the matter immediately. All complaints will be dealt with sympathetically and in complete confidence.

Helen Thomas, Executive Assistant, is the Tenovus Cancer Care appointed Complaints Coordinator, who will deal with, record and store complaints centrally. In the first instance and when possible, all complaints, written or verbal, should be directed to Helen, who will allocate the incident to the relevant Senior Manager to deal with, as appropriate.

What to do if you have a complaint related to our fundraising activity?

Tenovus Cancer Care is a member of the Fundraising Standards Board. The Fundraising Standards Board runs the self-regulation of fundraising scheme in the UK. Their role is to make sure that charities and fundraisers are adhering to the Institute of Fundraising Codes of Fundraising Practice and the Fundraising Standards Board Fundraising Promise.

Membership will allow us to demonstrate to the public our commitment to excellence in fundraising. Use of the Fundraising Standards Board logo will help to reassure the general public that our organisation engages in best practice.

As a member of the Fundraising Standards Board, we are obliged to operate our fundraising complaints policy within their stipulated guidelines and deal with complaints efficiently and effectively. These guidelines apply to all sections of the organisation when the complaint is related to our fundraising methods, and must be adhered to.

We are required to provide any member of the public, enquiring about our complaints procedures with a copy of our procedure and the Fundraising Promise, within 14 days. We can also direct enquiries to our website where our complaints procedure will be displayed and is available to download.

For all other complaints

If your complaint does not concern a fundraising matter, we'll try to deal with and resolve the issue as quickly as possible and find a mutually agreeable solution. Your complaint, whether written or verbal, will be acknowledged within three working days of receipt and we aim to resolve all complaints within ten working days.

Once an assessment and full investigation of your concerns has been made, we'll respond with a decision. Sometimes more detailed enquiries are needed which may take a bit longer. If this is the case we'll contact you with an update and let you know what's happening. If you're not happy with the response to your complaint, you can write to the Chief Executive at the below address to discuss the matter further.

Thank you for helping us to constantly improve our service

How to contact us:

Tenovus Cancer Care
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Ty Glas Road
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Tel: 029 2076 8850
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