

## **We value your 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 are a member of the Fundraising Regulator and adhere to the Code of Fundraising Practice. Complaints regarding our fundraising activities are dealt with in line with the guidelines of the Fundraising Regulator.

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 and if you have any suggestions you can let us know in writing, by telephone or call in and visit 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.

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

You can write to us at our Head office address or telephone our Head Office and ask to speak to one of the Senior Managers. We have a dedicated Complaints Coordinator who will help you find the right person to speak to. We will try to deal with your concerns straight away or will discuss the complaints procedure with you and explain the process and options available to you.

As a member of the Fundraising Regulator, if your complaint is regarding our fundraising practices, we are obliged to keep a written record of any complaints we receive and the nature of the complaint. This can then be made available for inspection by the Fundraising Regulator, on request. Your complaint will be acknowledged within fourteen working days of receipt. We aim to advise complainants of the outcome of any investigation within thirty

working days. If dissatisfied with the outcome, complainants will have the opportunity to refer the complaint to the Fundraising Regulator within two months of our initial investigation.

**Thank you for helping us to constantly improve our service**

**How to contact us:**

Tenovus Cancer Care  
Gleider House  
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CARDIFF  
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Tel: 029 2076 8850

Email: [feedback@tenovuscancercare.org.uk](mailto:feedback@tenovuscancercare.org.uk)

[www.tenovuscancercare.org.uk](http://www.tenovuscancercare.org.uk)

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