

Comments, Compliments and Concerns

Introduction

Concerns (complaints) and compliments are an essential part of CancerCare's ability to deliver services. The experience of service users must be viewed as a positive opportunity to monitor services CancerCare delivers and also to reflect on how these can be improved.

CancerCare aims to provide good quality services but recognises that things can sometimes go wrong and misunderstandings do happen. Where they do, we need to know so we can put them right. Complaints are inevitable but we choose to learn from them and see them as a positive way of making improvements or changes in the way we provide services.

The Complaints Policy is intended to protect the rights of all service users by encouraging a fair and open resolution of individual concerns. It will assist in the overall improvement of our services by maintaining both standards of professional practice and confidence in the service.

CancerCare hopes that we can resolve issues in an informal way wherever possible. If you feel able to we encourage you to raise the issue with a member of staff in the first instance. If you remain dissatisfied or feel the matter is too serious to be raised in this way then we encourage you to use the formal route for the resolution.

CancerCare also recognises that clients may also wish to give a compliment for services they have received or thanks to a staff member or team. This can be done in writing, in person or by telephone. The CEO will ensure thanks and appreciations are passed to the relevant employee or team.

This Policy is set out in two distinct sections. Section 1 covers Comments, Compliments & Concerns relating to direct service provision and Section 2 covers Complaints & concerns relating to Fundraising activity and associated ethics.

Definitions:

Concern (Complaint)

- When the person raising an issue has expressly stated that they wish to complain
- When a staff member considers that a serious issue has been brought to their attention

- When the staff member considers that he/she is unable to investigate the matter adequately or independently
- When the staff member considers that he/she cannot give the assurances being sought by the client, patient, carer, relative or friend

Comment

A remark or criticism made where the individual is not seeking any redress or follow up communication in terms of feedback from any investigative action

Compliment

An expression of regard, praise or of a congratulatory nature that reflects good practice, is worthy of recording and that maybe shared across the organisation.

Procedure

Comments/Concerns raised verbally

It may be appropriate for the entire process to be conducted verbally. The recipient of a concern raised verbally should seek to understand the nature of the concern and where he/she feels unable to give the assurances that the concerned individual is looking for, then the concern should be referred to a member of the senior management team for advice. People raising such issues should be encouraged to speak openly and freely about their concerns and should be reassured that whatever they say will be treated with appropriate discretion and sensitivity.

All verbal complaints should be briefly noted on the attached Appendix One

Comments/Concerns made in writing (post, email and social media)

The Chief Executive Officer is responsible for ensuring that a written response is given to all concerns. Most written concerns may come directly to the Chief Executive Officer, but they may be directed in the first instance to another member of staff or a Trustee.

In this event, the concern should be forwarded to the Chief Executive immediately in order that it may be acknowledged within 3 working days of receipt and the appropriate action taken as follows:

- i. Whilst overall responsibility will be held by the Chief Executive Officer, dealing with the concern may be coordinated by the most appropriate member of the Senior Management Team
- ii. An investigation will be undertaken by that manager
- iii. The letter of response will be sent within 30 working days of receipt of the letter of concern. If this is not possible a holding letter will be sent to explain the delay, followed by letters of progress at two-weekly intervals.

- iv. If unresolved the original concern can be referred to the Board of Trustees for further investigation.

Details of the response will be recorded on the database.

Compliments

All compliments about good practice and the value of our services should be acknowledged at the time of receipt and recorded on the appropriate database.

Reporting on compliments received and actions taken (if any) will take place on the same basis as Concerns and Comments.

Monitoring of and Learning from Comments, Compliments and Concerns

Lessons learned from comments, compliments and concerns are important in assisting improvements in service quality and responsiveness.

A report covering all Comments, Compliments and Concerns received will be presented to the Board of Trustees annually. The report will include:

- Information that all clients and supporters wishing to raise issues about the organisation and its activities have been assisted in the process
- Written records have been maintained on all issues raised and any actions taken
- Any lessons to be learnt have been considered and actioned where appropriate
- All concerns and comments have been acknowledged and investigated in accordance with the agreed performance targets.

Section 2: Fundraising Concerns (Complaints)

At CancerCare are committed to being open and honest in all dealings with our donors and supporters. Sometimes, however things can go wrong and it is important that those who give us support in any way have access to an accredited means of making a complaint and that this can, if necessary, be examined by an outside agency. We promise to investigate and aim to resolve a fundraising complaint within four weeks.

Our Policy is

- to provide a fair complaints procedure which is clear and easy to use
- To publicise our complaints procedure so that people know how to make a complaint.
- To make sure that all complaints are investigated in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.

We promise to

- treat complaints seriously.
- treat you with courtesy and fairness in your dealings with us.
- treat your complaints with sensitivity, discretion and understanding.

How to make a complaint

You can make a complaint about our Fundraising practices either by telephone, by post or email. In order for your complaint to be considered by the FR, you must make the complaint within 12 weeks of the incident.

Complaints made by telephone

We will gather the facts using open questions. At the end of the call we will summarise the call to confirm that we have understood the situation. If we are knowledgeable about the area of the complaint, we will then try and resolve the complaint over the telephone. If you are satisfied with our action that is the end and we note the complaint in the report which is submitted annually to the FR. In any case we will take your contact details and acknowledge the complaint in writing within 3 working days including a summary of the telephone conversation and confirmation that the complaint will be dealt with within 30 days.

Complaints made in writing, by post or email

We will acknowledge the complaint in writing within 3 working days, confirming that we will seek to resolve the complaint within four weeks. At this stage further contact with you will only be made where we have insufficient details to take the complaint forwards.

Our procedures

We will establish the area of our operation the complaint involves. Having first consulted with the relevant staff, we will make contact with the Chief Executive Officer or other appropriate senior member of staff to inform them of the situation and gather any relevant information regarding the materials and /or circumstances of the complaint.

If a third party is involved (for example a supplier or contractor), we will also speak to them to gather any information about the circumstances of the complaint. We will take care to record all the important points and file these with the case.

Having gathered all the relevant information, we will meet with the Chief Executive Officer or another member of the Senior Management Team) and the staff concerned, we will include suppliers if they have been implicated.

The assessment meeting should set out the nature of the complaint and determine what action needs to be taken. We will make a note on whether it is about an alleged breach of the Institute of Fundraising's Code of Fundraising Practice. The

FR will need this information if the complaint is referred to them. The outcome of the meeting will typically produce one or two options:

- The complaint is justified. We will then write to you to apologise and let you know that the complaint has been used to improve on our future fundraising activities and how this will be done. We will also instigate action to prevent any recurrence of the problem.
- The complaint is not justified. We will write to you to explain that we will not be changing our fundraising practices and give clear reason(s) for our position. We will always take complaints very seriously and assure you the investigation will be as thorough as possible. Accurate records will be kept of all investigations which we have carried out.

Extension of information gathering period

In exceptional circumstances, we may need more than four weeks to gather all the information (for example, if a key member of staff is on annual leave or sick). If this happens, we will contact you in writing.

In the event that the complaint is not resolved to your satisfaction

Most people who make a complaint to us feel happy that we have resolved it with them. However, if you are not satisfied with our response to your complaint, let us know and we will refer your complaint to the Board of Trustees for review.

You may also refer your complaint to the Fundraising Regulator for an independent investigation via their website at <http://www.fundraisingregulator.org.uk/> (link is external) 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 3404. You must do this within twelve weeks of lodging the complaint with CancerCare.

If your complaint is about our lottery or raffle, you can contact the Independent Betting Adjudication Service (www.ibas-uk.com) who will adjudicate on any dispute that has not been resolved to your satisfaction. IBAS can be contacted by phone on 020 7347 5883, by email at adjudication@ibas-uk.co.uk or by post at Independent Betting Adjudication Service, PO Box 62639, London EC3P 3AS.

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A report covering all Comments, Compliments and Concerns received will be presented to the Board of Trustees annually. The report will include:

- Information that all clients and supporters wishing to raise issues about the organisation and its activities have been assisted in the process
- Written records have been maintained on all issues raised and any actions taken

- Any lessons to be learnt have been considered and actioned where appropriate
- All concerns and comments have been acknowledged and investigated in accordance with the agreed performance targets.

Contact Details

CancerCare, Slynedales, Slynedales Road, Lancaster, LA 2 6ST

email admin@cancercare.org.uk

Cross Referencing

This document should be considered alongside a number of other CancerCare Policies and Legislative frameworks including:

- Data Protection Policy and Procedure
- Confidentiality Policy and Procedure
- Equality and Diversity Policy and Procedure
- Mental Capacity Policy and Procedure
- Safeguarding Policy and Procedure
- NHS guidance to support implementation of NHS complaints (good practice)
- The Mental Health Act (2007)
- The Mental Capacity Act (2005)
- The Human Rights Act (1998)
- The Public Interest Disclosure Act (1998)

Concern/Complaint Record Form

If for any reason you are unable to complete this form then a member of our staff or a representative of your choice may assist you.

Complainant's Details

Name:.....

Address:.....

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.....Post code:

Phone:Mobile:.....

Email:

Circle the description that best applies to you:

- a) A service user/ex-service user
- b) A referrer
- c) A supplier
- d) A Volunteer
- e) Other (please specify):.....

What are your Concerns?

Please give details of date and time of the incident/event including names, witnesses, what occurred and any relevant information that will help us to investigate your concerns.

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What resolution might you want to seek? For example, an apology, a written reply, your concerns noted but no further action, service to be provided differently, a particular course of action etc

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Signature of complainant or representative

Name.....
Signature.....Date.....

When completed, please send this form in an envelope marked 'Private and Confidential' to: Chief Executive, CancerCare, Slynedales, Slyne Road, Lancaster, LA2 6ST

For Office Use only

Concern Recorded by.....Position.....
Signature.....Date Complaint was received.....
Acknowledgement letter to be sent (within 3 working day) by.....
Full reply sent by (within 30 working days).....
Review Officer.....
Stage One { } tick Stage Two { } tick Stage Three { } tick

Compliment Record Form

If for any reason you are unable to complete this form then a member of our staff or a representative of your choice may assist you.

Service User/ Customer details
Name.....
Address..... Post code.....
Phone..... Mobile.....
Email.....
Circle the description that best applies to you: a) A service user/ex-service user b) A referrer c) A supplier d) A volunteer e) Other (please specify).....
Details of compliments and thanks
Please give details of the person/persons/event you would like to give a compliment or thanks to:
Signature of service user
Name.....
Signature..... Date.....

When completed, please send this form in an envelope marked 'Private and Confidential' to Chief Executive, CancerCare, Slynedaes, Slyne Road, Lancaster, LA2 6ST

Thank you for taking the time to give your compliments and thanks. The Chief Executive and the Board will be made aware of your appreciation.

For Office Use Only

Compliment recorded or received by.....on.....

Position.....Signature.....

Comment Record Form

If for any reason you are unable to complete this form then a member of our staff or a representative of your choice may assist you.

Service User/Customer Details	
Name.....	
Address.....	
.....	
.....Post code.....	
Phone.....	Mobile.....
Email.....	
Circle the description that best applies to you:	
a) A service user/ ex-service user	
b) A referrer	
c) A supplier	
d) Volunteer	
e) Other (please specify):.....	
Details of comment	
Please give details of the person/service/policy/procedure/event you would like to comment on:	
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.....	
Signature of Service User	
Signature.....	Date.....
When completed, please send this form in an envelope marked '<u>Private and Confidential</u>' to Chief Executive, CancerCare, Slyne Road, Lancaster, LA2 6ST	

Thank you for taking the time to give your compliments and thanks.

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Comment recorded or received by.....on.....

Position.....Signature.....