

CANCER RESEARCH WALES

Concerns & Complaints Policy

Our Approach

Cancer Research Wales is committed to providing a quality service to our customers. If you are not satisfied with the level of service you have received from us, we would like you to tell us about it. There may be times when we do not meet our own standards and when this happens, we want to know about it, deal with it in a timely manner and learn from it and prevent it happening again.

- We will always be courteous, respectful and listen to what you have to say
- We will ensure that all complaints are acknowledged promptly
- We will deal with all complaints sensitively, with transparency and with a sense of urgency.

How to complain

If you have a concern or would like to make a complaint about Cancer Research Wales, you can contact us as below:

- **Online form** – please complete the feedback form on our website
- Telephone: 02921 855050
- Email: contact-us@cancerresearchwales.org.uk
- Write to us at: Cancer Research Wales, Velindre Cancer Centre, Whitchurch. Cardiff. CF14 2TL

Please ensure you include all relevant information, including your name, address or email so that we can send an acknowledgement.

How we will respond

- We aim to acknowledge your complaint within **5 working days**
- We will provide you with a full response within **14 working days**. If we need to investigate further and cannot respond within this timeframe, we will contact you and let you know how soon we aim to resolve your concern or complaint.

Right to escalate

If you still feel your complaint has not been resolved, you can escalate it to one of the following organisations:

Fundraising

Cancer Research Wales is committed to the highest standards in fundraising practice and is a member of the Fundraising Regulator and adheres to the Code of Fundraising Practice. If your complaint is related to fundraising, and you feel it has been unresolved, the Fundraising Regulator can investigate your complaint.

Contact the Fundraising Regulator using their online form or at the address below:

<https://www.fundraisingregulator.org.uk/complaints/make-complaint#what-is-your-complaint-about>

Fundraising Regulator
2nd Floor, CAN Mezzanine
49-51 East Road
London, N1 6AH
Tel: 0300 999 3407

www.fundraisingregulator.org.uk

All other areas of our operations

If your complaint is related to another area of our work and you are unsatisfied by our response, you can contact the Charity Commission by completing the [Raising concerns about a charity form](#) on their website or contact as below:

The Charity Commission
PO Box 211
Bootle
L20 7YX
Tel: 0300 066 9197
www.charity-commission.gov.uk

Cancer Research Wales welcomes all feedback. If you are not satisfied with the level of service you have received please tell us about it, we appreciate the opportunity to understand what has happened and to improve your experience in the future.

Thank you for supporting Cancer Research Wales

[Registered Charitable Incorporated Organisation No. 1167290]

Signed on behalf of Cancer Research Wales:

PRINT NAME	ANN TATE
POSITION	CHIEF EXECUTIVE
DATE	1 December 2021

Please note: the original document, signed and dated and subject to regular review is held at main Cancer Research Wales office.