



Compliments, comments and complaints

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Feedback
Breast Cancer Care
FREEPOST RRKZ-ARZY-YCKG
5-13 Great Suffolk Street
London
SE1 0NS

Breast Cancer Care is a charity and relies on donations from the public to provide its services free to clients. If you would like to make a donation please send a cheque to the address overleaf.

March 2009

Please tell us how we are doing

Breast Cancer Care is here for anyone affected by breast cancer.

We bring people together, provide information and support, and campaign for improved standards of care. We use our understanding of people's experience of breast cancer and our clinical expertise in everything we do.

Our vision

We want every person affected by breast cancer to get the best treatment, information and support.

Our values are to be caring, person-centred, trustworthy and determined.

We welcome all types of feedback. You can help us see where our activities are being done well or where they might be improved.

We promise to take your feedback seriously and deal with it consistently, appropriately, confidentially and in a timely manner.

Compliments

We will pass on any compliments to the member of staff, volunteer, team or department recognised.

Comments

We will pass on any feedback, suggestions or comments to the relevant team and, if you have indicated that you would like a response, we will contact you to confirm receipt of your feedback and tell you what action has been taken.

Complaints

If you experience a problem during a Breast Cancer Care event or activity please do speak to a member of staff who will do their best to help you. We welcome the opportunity to resolve any problems at the time they occur.

If you prefer to put your complaint in writing we will acknowledge receipt of your complaint within five working days. We will then review the details and circumstances of your complaint and normally respond to you within 20 working days.

If you feel that we have not resolved your complaint please contact us again. We will acknowledge receipt within five working days, review, investigate and normally respond to you within 20 working days.

Any unresolved complaints can be appealed and will be acknowledged within two working days and overseen by our Head of Quality. Our Chief Executive will normally respond to an appeal within 20 working days.

To contact us you can:

- use the Freepost form attached
- use the online form at www.breastcancercare.org.uk/feedback
- email us at quality@breastcancercare.org.uk
- call us at 0845 092 0800

Please tick the relevant box

Compliment Comment Complaint

Please tell us how we are doing

If you are making a complaint please give as much detail as you can and explain what you feel could have been done better. If necessary please use a separate sheet.

Your details

Title: _____ First name: _____ Surname: _____

Address: _____

Postcode: _____

Telephone number: _____ Email: _____

Date: _____

We will always respond to a complaint; however, please tell us if you require a response to your comment or compliment Yes No

IMPORTANT INFORMATION By giving your name and contact details you will be consenting to Breast Cancer Care processing this data. We will use the information you give us to respond to your feedback and to improve the services we provide. We will not disclose it to any third party, other than in accordance with the Data Protection Act (1998).

We may like to use the feedback you have given us in our marketing and publicity materials.

Please tick if you are **not** happy for us to use your **feedback**

Please tick if you are **not** happy for us to use your **name**

We would like to keep you up to date with news, events and activities (including fundraising) at Breast Cancer Care.

Please tick if you do **not** want to be kept informed about our services

Please tick if you do **not** want to be kept informed about our fundraising activities

Please tick if you **would** like to receive information by email