

Breast Cancer Care Feedback Policy

Compliments, Comments and Complaints

Objective

Breast Cancer Care aims to give an excellent service and in order to maintain and improve this service it welcomes all types of feedback from its service users and supporters.

Breast Cancer Care aims to respond to all feedback at the earliest possible stage and operate a process that is fair, open and easy to access. All complaints, compliments, comments, suggestions and other feedback will be taken seriously and handled with sensitivity

The aim of this policy is for our supporters and users to be able to give feedback easily and receive a sensitive and timely response. It is also our aim to resolve the majority of complaints at the informal stage and as quickly as possible.

Introduction

This policy sets out how we deal with feedback and complaints from a service user, supporter or other member of the public about any Breast Cancer Care activity.

It is the responsibility of Breast Cancer Care staff to respond in a responsible and timely manner, to act on the feedback appropriately and to follow the policy, procedures and guidance laid out.

Feedback will be categorised into complaints, comments, suggestions and compliments and the procedure for each type will differ slightly. The service user, supporter or member of the public is encouraged to define their feedback into one of these categories.

Complaints should be defined by the user if possible but are generally where a user or supporter has been dissatisfied by something we have done or said and action is required. Complaints should normally be responded to within the timeframe and reported to the Quality Co-ordinator.

Comments can be positive or negative and are things people say that they do not necessarily want us to formally respond to but to note and take action on if possible.

Suggestions are where people would like us to listen and respond appropriately or, if we can't, tell them why not. Sometimes people will not want a response.

Compliments are when a person has been pleased or happy with our service or actions and tells us this. Compliments should be noted and passed on to the appropriate team or staff.

All compliments, comments and suggestions and compliments are recorded and a copy given to the Quality Co-ordinator annually for reporting.

The complaints process

Stage 1 – Informal complaints

In the first instance every effort should be made to resolve the issue informally and straightaway, i.e. face to face, by telephone or in writing. All informal complaints should be acknowledged by the person dealing with the feedback normally within **five working days** of receipt and responded to normally within **20 working days** if it has not been possible to respond immediately.

Stage 2 – Unresolved/formal complaints

If the person making an informal complaint is not satisfied with our response then they should be offered the opportunity to make a formal complaint. Alternatively, if a complaint is considered to be of a serious nature, either by the complainant or the staff member, it can be escalated to a formal complaint

bypassing the informal stage. Examples of complaints of a serious nature would include any alleged breaches of charity regulations or the rules of professional bodies or allegations of theft.

Formal complaints should be notified immediately to the Quality Co-ordinator and line manager. The Quality Co-ordinator will log and acknowledge the complaint normally within **five working days** of receipt of the complaint by Breast Cancer Care. The Quality Co-ordinator will oversee the progress of the complaint as well as providing advice on the process.

A response to the complaint should be drafted by the appropriate staff member normally **within 15 working days** of receipt of the formal complaint. This draft should then be reviewed by the Director of the department concerned before passing onto the Head of Quality for signature. We should aim to respond to all formal complaints normally within **20 working days** of receipt of the formal complaint. At each stage the Quality Co-ordinator should be informed to ensure details of the response and timescales are recorded.

Where we are unable to resolve a complaint within 20 days we should write to the complainant, explaining the reasons for the delay and providing details of when the investigation into the complaint will be resolved.

Stage 3 – Appeal

If the complainant is still not satisfied with our response they can write to or email the Quality Co-ordinator requesting an appeal of the original complaint. The response will be reviewed by the Head of Quality and signed by the Chief Executive. The appeal will be acknowledged normally within **two working days** of receipt by the Quality Co-ordinator and a response will be given normally **within 20 working days** of receiving the request for an appeal.

Details of how to appeal if the complainant continues to be dissatisfied should be given in the response:

- The Charity Commission – for breaches of charity law and best practice
- The Scottish Charity Regulator (OSCR) - for breaches of Scottish charity law and best practice
- The Nursing and Midwifery Council.

NB We are not currently members of the Fundraising Standards Board, so they would not investigate any complaints about us, however we may join in the future.

The feedback process – dealing with compliments, comments and suggestions

All feedback requiring a response should be acknowledged by the person dealing with the feedback normally within **five working days** if it has not been possible to do this immediately. Compliments, comments and suggestions should be passed onto the relevant member of staff. Where it has not been possible to respond immediately, feedback requiring a response should be responded to normally within **20 working days**. Feedback should be logged where possible.