



Our feedback policy: compliments, comments and complaints

We want to give an excellent service and, to help maintain and improve our service, we welcome all types of feedback.

We aim to respond to feedback promptly and deal with it in a way that's fair, open and user-friendly. All complaints, compliments, comments, suggestions and other feedback is taken seriously and handled with sensitivity.

We hope to resolve the majority of complaints at the informal stage and as quickly as possible.

How we deal with feedback and complaints

Staff will respond to and act on feedback in a responsible way, following this policy and the guidance laid out in our **Feedback form** and at www.breastcancercare.org.uk/about-us/feedback

We categorise feedback either as a complaint, comment, suggestion or compliment. Procedures for different types may vary slightly. The person giving the feedback is encouraged to choose one of these categories for their communication.

Complaints are generally where a user or supporter is dissatisfied about something we've done or said. Complaints are normally responded to within the timeframe below and reported to the Quality Coordinator.

Comments can be positive or negative. People don't always want a response but they usually want us to note their comment and take action on it if possible.

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

Compliments are when a person wants to tell us they are pleased or happy with our service or actions. Compliments are thanked, noted and passed on to the appropriate team or staff.

The complaints process

Stage 1 – Informal complaints

Every effort is made to resolve an issue informally and immediately, face to face, by telephone or in writing. All informal complaints are 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 hasn't 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 are offered the possibility of making a formal complaint. Alternatively, if a complaint is considered to be serious, either by the complainant or the staff member, it can be escalated straight to a formal complaint. Examples of serious complaints include alleged breaches of charity regulations or the rules of professional bodies, or allegations of theft.

The Quality Co-ordinator and line manager are notified immediately of formal complaints. The Quality Co-ordinator logs and acknowledges the complaint, normally within **five working days** of receipt of the complaint by us. The Quality Co-ordinator oversees the progress of the complaint and advises on the process.

A response to the complaint is drafted by the appropriate staff member normally **within 15 working days** of receipt of the formal complaint. This draft is reviewed by the Director of the department concerned; it may be sent under her/his signature, at her/his discretion. A copy is sent to the Quality Coordinator. We aim to respond to all formal complaints within **20 working days** of receiving them. At each stage the Quality Coordinator is informed to ensure details of the response and timescales are recorded.

If we can't resolve a complaint within 20 days we write to the complainant explaining the reasons for the delay and providing details of when the investigation into the complaint will be finalised.

Stage 3 – Appeal

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

The feedback process

Dealing with compliments, comments and suggestions

Feedback for which a response has been requested is acknowledged by the person dealing with it, normally within **five working days**, or earlier if possible. Compliments, comments and suggestions are passed on to the relevant member of staff. If, where a response is requested, it hasn't been possible to respond immediately, a response is normally supplied within **20 working days**. Feedback is logged where possible.