

Coping with Cancer in Leicestershire and Rutland

Feedback Policy

Purpose

Coping with Cancer (CwC) in Leicestershire and Rutland values comments and feedback from clients and other stakeholders, including volunteers, donors and partners, to help develop and improve the quality of our services.

CwC aims to provide all clients with a high standard of service and we will gather and learn from any feedback provided by clients or other stakeholders. In particular, we will respond to any complaint with efficiency, courtesy and fairness. We will ensure that our clients know how to feedback their views on the service they receive, and we will ensure that feedback is handled consistently.

Who this policy applies to

This is a CwC policy and applies to all CwC staff and volunteers. The policy describes how feedback from clients and other stakeholders should be managed - Staff members who wish to make a complaint themselves should do so via the grievance procedure.

Definitions

Feedback is any comment made by a client (or other stakeholder) which expresses an opinion or view on the way we have delivered a service or acted in accordance with our values

Feedback may sometimes take the form of a complaint. A complaint is any contact made by a client (or other stakeholder) with CwC expressing dissatisfaction with the standard of our service, our procedures, or action or lack of action by any employee or volunteer which affects an individual or group.

Policy

We are always looking at how we can improve – and we are grateful to clients who tell us about their experience of our events, activities and processes, particularly when we are told what clients think we could improve. We will acknowledge and respond to all feedback.

Sometimes, despite our best intentions, we don't get things right. If clients have any criticisms, concerns or complaints about our activities, they should be encouraged to let us know so that we can put things right if possible, and make improvements for the future.

We aim to ensure that it is as easy as possible to give feedback or make a complaint.

We will put our approach to feedback into practice by:

- Providing clients or other stakeholders with a copy of the Feedback Policy on request
- Making sure that information on how to give feedback and how to make a complaint is well publicised, and easy to understand and use
- Respecting people's desire for confidentiality
- Recording feedback, and using the records to make improvements to our services, and highlight our achievements

If the feedback is a complaint we will

- Treat all complaints seriously, whether given verbally, in writing, by telephone or email
- Handle it quickly, within the timescales agreed, and keep people informed of progress
 - We will try to resolve the problem straight away, if we can
 - We will acknowledge all complaints as soon as possible, and certainly within five working days, and state when a full response can be expected
 - We will endeavour to provide a full response within 10 working days
 - Where a complaint is particularly complex, and may take longer than 10 working days to investigate and resolve, we will keep the individual concerned informed of the progress of the investigation, wherever practicable.
- Ensure a full and fair investigation which addresses all of the points in the complaint
- Respond appropriately, for example giving an explanation, information on any action taken or an apology where we have got things wrong
- Record all complaints, along with responses and actions taken to resolve complaints, and use the records to identify trends and make improvements to our services

Feedback Procedure

Feedback can be given over the phone, in writing (including 'thank you' cards and similar), by email or in person, or via an evaluation form available from CwC. It may be unsolicited or prompted by information about giving feedback. Feedback may be given either to the member of staff concerned or to the Charity Manager.

When feedback is received, it should be recorded in the feedback log and all feedback forms kept in the feedback folder. The log will be reviewed frequently to identify trends and highlight our achievements and/or make improvements to services. In the case of gratitude cards, we will usually display them in reception or other place, as we see fit.

Complaints procedure

Complaints may be given over the phone, in writing, by email or in person. As per the definition above, a complaint is any contact made by a client (or other stakeholder) with CwC expressing dissatisfaction with the standard of our service, our procedures, or action or lack of action by any employee or volunteer which affects an individual or group. Therefore it is important to recognise when a complaint is given informally to a member of staff and treat it in the same way as any other complaint.

Where possible, we will encourage the person complaining to raise the problem informally with the person concerned. This is often the most effective way for us to find out exactly what has happened and resolve things quickly and simply. Complaints handled this way, and actions taken to resolve them, must still be recorded in the complaint log.

Where the person is dissatisfied with the outcome, or does not wish to address the complaint directly with a member of staff, they should formally write to the Charity Manager. Again, we will try to resolve the problem straight away, but where this cannot be done, for example because the complaint is more complex or further investigation is needed, we will endeavour to resolve the complaint within the timescales outlined above. The complaint and any actions taken to resolve it should be recorded in the complaint log.

If the person still remains dissatisfied, they can ask for the complaint to be dealt with by the Chair of the Board of Trustees. The same timescales will apply. The complaint and any actions take to resolve it should be recorded in the complaint log.

Timescales

Generally speaking all contact shall be dealt with as follows; (except for exceptional cases where a full response may take longer because of the complexity of the matter and the need to ensure a full investigation is undertaken).

- Acknowledgement – as soon as possible and certainly within five days of receipt.
- Full response – within 10 days