

The Olive Tree Cancer Support Group COMPLAINTS POLICY

Making a complaint

The Olive Tree is committed to supporting people affected by cancer and we work hard to give the best service we can. If you are unhappy about any aspect of our service, we would like to hear about it. We value and positively welcome all types of feedback, good or bad.

Principles of the Olive Tree's Complaints Procedure

We seek to ensure that:

- Complaints are listened to and investigated in an appropriate, fair and timely manner
- Complaints are dealt with consistently
- Complaints are acknowledged speedily and recorded
- Complaints help to improve our services

The complaints procedure

You can make a complaint either by telephone, letter and email or in person.

Stage 1

1. In the first instance please make your complaint to the Olive Tree Centre Manager.
2. Our aim is for the Centre Manager to deal with complaints as soon as possible after they are made and try and resolve them informally with the complainant, for instance by:
 - Putting right the problem
 - Offering alternatives
 - Giving a full explanation
 - Listening to your suggestions for solving the complaint

Stage 2

1. Where it is not possible to resolve your complaint informally and quickly the Centre Manager will investigate the complaint fully and will acknowledge your complaint within 10 working days of receiving a complaint and send a formal response within 21 days.

2. If the issues raised in the complaint are complicated, then investigation of a complaint may sometimes take longer than this, but we will keep you updated on progress. This may be the case, for example, if a complaint relates to the Centre Manager, then the complaint will be dealt with by the Olive Tree Trustees with at least 2 trustees investigating the complaint. The Trustees Secretary will acknowledge your complaint within 10 days and send a reply within 21 days.

Stage 3

If you are not happy with the response to your complaint, please let us know as soon as possible. Your complaint will then be referred to the Trustees next monthly meeting who will carry out a review. The Chair/Secretary will let you know the outcome within 14 days of the meeting date.

The decision at the end of stage three completes The Olive Tree complaints procedure. We would endeavour to have a satisfactory outcome at this point for all concerned. If however you feel dissatisfied with our response we recommend that you contact the Charity Commission (0845 300 0218 or on their website www.charitycommission.gov.uk) for advice.

Your personal information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We will only give your personal information to other people and organisations if you have given us permission to do so. If you are able to give this permission when you contact us with details of your complaint, this can help us to start the investigation quickly.

Please contact the Centre Manager at:

The Olive Tree
Crawley Hospital
West Green Drive
Crawley RH11 7DH.

Telephone 01293 534466

Service Providers Briefing, Training and Discipline

It is a responsibility of management to ensure that all relevant staff/volunteers are briefed on the Olive Tree's Complaints Policy.

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