

Cancer52 Complaints Policy

Whilst we make every effort to meet people's expectations, there may be occasions when someone has a concern they wish to raise. We will take all reasonable steps to resolve the matter, in everyone's best interests.

For very serious or urgent concerns, for example, where an individual's safety is at immediate risk, appropriate action should be taken without delay, such as contacting the emergency services.

Informal Complaints

Anyone who has a concern should, in the first instance, raise it with a member of the Cancer52 team, as this enables us to respond and deal with the issue as quickly as possible. Concerns can be raised in person or by emailing info@cancer52.org.uk.

Complaints are normally handled by the CEO and staff team, but if the complaint concerns the CEO, it will be escalated to the Chair or a trustee.

We will seek to resolve the matter and meet any reasonable expectations the individual may have, ideally to their satisfaction. If possible, please make a note of:

- The complainant's name and contact details, unless they prefer not to provide them
- The nature of the concern and what outcome they are seeking.
- The circumstances surrounding the complaint, including when and where it occurred, any actions taken and details of others who were present or involved.
- Advise the complainant that their concern will be passed to the trustees.

Formal Complaints

Where an individual wishes to make a formal complaint, they will be provided with the name and e-mail address of the CEO and/or the registered address. Correspondence should be marked *private and confidential*. They should also be provided with a copy of this policy by e-mail.

To help us resolve the complaint as quickly and effectively as possible, the complainant should submit the information as soon as possible and should include:

- Their name, organisation (if relevant), address, telephone number and email. If they do not wish to be contacted in a particular way, they should let us know.
- As much information as possible about the situation including what happened, where and when it occurred (date/time), who was present, and any actions taken and by whom.
- What aspect of the situation they felt was unsatisfactory.

- What they believe should be done to address their concern.

Receipt of the complaint will be acknowledged, where possible, within 10 working days. The complaint will then be investigated, and specialist advice will be sought as appropriate. If clarification or further information is required, the trustee will contact the complainant to request it.

A response will be issued within 15 working days upon receipt of the complaint. If this is not possible, a holding reply will be sent after 15 working days advising when we expect the investigation to be completed. The response will outline our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which may prevent us from disclosing personal information.

If the complainant is not satisfied with the response, they may appeal the decision by writing to the Chair, whose contact details will be provided in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should clearly explain why the individual believes the decision was incorrect and provide any relevant facts or information to support this.

A final decision will be issued within 28 days.

Wider Action

Irrespective of the outcome of any complaint, we will consider whether wider action or statutory reporting, is required, including to the [Charity Commission](#), another regulator, or to the [Police](#).

Consideration will also be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

Anonymous Complaints

Anonymous complaints will be recorded, and any available facts will be investigated. However, we remain mindful that anonymous complaints can sometimes be malicious. Everyone involved in our work, even incidentally, has a right to raise a concern, and we will hold individuals accountable where appropriate. Equally, individuals have the right to be protected from unsubstantiated or potentially malicious allegations.

Consequently, anyone wishing to make a complaint is strongly encouraged to provide the information requested along with their contact details. This enables us to inform them of the outcome.

Potential Compensation Claims

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, our insurers are to be notified.

Confidentiality & Data Protection

All complaints will be treated as confidential, and any personal data will be processed in accordance with our [Data Protection Policy](#). Data collected from the point at which a complaint is submitted will be held securely and accessed or disclosed only as necessary to manage or resolve the complaint.

Any personal data relating to a complaint will be retained in line with our [Data Retention & Disposal Policy](#).

Availability

This policy is a publicly available document and will be provided to anyone who advises that they wish to submit a complaint.

Updated: April 2026