



CANCER UNITED



CU Fitter Award in Applied Delivery of Cancer Exercise Complaints Policy

Complaints Procedure

Definition of formal complaint

A formal complaint is an expression of dissatisfaction concerning our products or services, following the complainant having drawn his or her concerns to the attention of one of our employees and following he, she or they remaining dissatisfied with the response.

Cancer United and the CU Fitter team take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

Making a formal complaint

If you are dissatisfied with the way your problem has been dealt with by a member of the CU Fitter Team, we encourage you to ask to speak to one of our Trustees. You have the choice as to whether you wish to have your formal complaint dealt with by telephone or by letter or e-mail.

If you prefer to have your complaint dealt with in writing. Please forward details of the complaint to;

Millfield House
Station Road
Angmering
West Sussex,
BN16 4HY

You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of who you have spoken to at Cancer United / CU Fitter about the problem. You should also tell us what you think we should do to resolve your complaint. Please remember to provide full details of the address where you would like the response to be sent. Receipt of the complaint will be acknowledged on the same day that it is received, by e-mail.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. During the investigation period no other contact with the complainant will be made. Where this impacts assessment deadlines adjustments will be made. Where this impacts the course delivery a future date will be offered if the complaint is upheld. A written report will be sent within 10 working days, although every effort will be made to respond in five working days. Details of the investigation and our proposed remedial action

will be included within the response. Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals.

If you are still unhappy with the response you receive from us you may request that [David Lovell Trustee](#) and regulatory expert who is responsible for the charity's compliance, reviews your complaint and the way in which it was dealt with.

[David Lovell](#) will ensure that your complaint has been dealt with fairly in line with our policies and procedures. You will receive a further written response from David within 10 working days of your request being received, although our target is 5 days.