



Feedback & Complaints Policy

Our Commitment to You

Breakthrough Cancer Research is committed to ensuring that all our communications and dealings with our donors and all who engage with us are of the highest possible standard. We listen and respond to all views and feedback so that we can continue to improve our services and standards.

Breakthrough Cancer Research welcomes both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint, where the need arises;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat every complaint seriously whether it is made by telephone, letter, fax, email or in person;
- we deal with any complaint quickly and politely;
- we respond accordingly – for example, with an explanation, or an apology where we have got things wrong, and information on any action take etc;
- we learn from complaints, use them to improve, and monitor them at Board level.

What to do if you have a complaint?

If you do have a complaint about any aspect of our work, you can contact Breakthrough Cancer Research in writing or by telephone. In the first instance, your complaint will be dealt with by our Fundraising Manager, Eoghan O' Sullivan. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details. Eoghan's contact details are:

Eoghan O' Sullivan

Breakthrough Cancer Research

Glenlee

Western Road

Cork

Tel: 021 4226655 ext. 204

Email: eoghan@breakthroughcancerresearch.ie

We are open 9.00am to 5.00pm Monday to Friday.

What Happens Next?

If you submit your complaint in person or over the phone, we will try to resolve the issue there and then. Similarly, if you submit your complaint by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve the issue within 21 days. If this is not possible, we will explain why and give you a new deadline.

What happens if the Complaint is not resolved?

If you are not happy with our response, you may get in touch again in writing to Breakthrough Cancer Research's Head of Fundraising, Orla Dolan. If you are still not satisfied with the outcome, we invite you to contact the Chair of the Board, Dr. Declan Farrell, who will ensure your appeal is considered at Board level. He will respond within two weeks of this consideration by the Board members.

Acting on Results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your Voice

We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

This process for lodging complaints does not apply to staff or agents of Breakthrough Cancer Research who have their own separate policy for dealing with complaints.