Live Well with Cancer Complaints Policy

1. Our commitment

Live Well with Cancer aims to provide a welcoming, respectful, and high-quality service to everyone affected by cancer. We recognise that sometimes people may be unhappy with the service they have received or may have concerns about something that has happened.

We welcome feedback and take complaints seriously. Making a complaint will not affect a person's ability to access our services.

We will deal with complaints fairly, respectfully, and as promptly as possible.

2. What can be complained about?

A complaint may relate to:

- The service or support someone has received from Live Well with Cancer.
- The conduct of a member of staff or volunteer.
- The behaviour of another person using our services, where this has affected someone's experience.
- The way a service has been organised or delivered.
- A concern about a freelancer, contractor or external practitioner providing a service on behalf of Live Well with Cancer.
- Any other matter relating to the charity's services or activities.

Where a complaint concerns a professionally regulated service, such as counselling, we will explain the relevant professional or regulatory process where appropriate.

Organisation: Live Well with Cancer
Policy owner: Chief Executive Officer / Board of Trustees
Date approved: September 28th 2026
Latest review: May 2026
Next review: May 2027

3. How to make a complaint

Where possible, we encourage people to raise concerns informally in the first instance with a member of the Live Well with Cancer team. Often, concerns can be resolved quickly through an open conversation.

If someone wishes to make a formal complaint, they can do so:

By email info@livewellwithcancer.co.uk

By post
Live Well with Cancer
Live Well Hub
38 Nile Street
North Shields
NE29 0BB

In person by speaking to a member of the team.

A complaint can be made by the person directly affected or, where appropriate, by someone acting on their behalf.

We recognise that not everyone will feel comfortable making a complaint in writing. We will make reasonable adjustments to support people who need help to make or communicate a complaint.

4. What happens when we receive a complaint?

The complaint will normally be acknowledged within 5 working days.

The CEO will normally oversee the complaint and will seek to understand:

- What has happened.
- When it happened
- Who was involved
- What the person feels could have been done differently
- What outcome they are seeking, where appropriate

We may need to speak to relevant staff, volunteers, trustees, contractors or practitioners and review relevant records.

We will maintain appropriate confidentiality throughout the process. Information will only be shared with those who need it to investigate and respond to the complaint.

5. Our response

We aim to provide a full response within 20 working days of receiving a formal complaint.

If a complaint is more complex and will take longer to investigate, we will explain this and provide an update on progress.

Our response will explain:

- What we have understood the complaint to be

- What we have considered as part of our investigation
- The outcome of the complaint
- Any actions we intend to take as a result

Where we identify that something could have been handled differently, we will acknowledge this and consider what we can learn or change.

6. Confidentiality and professional services

Some of the services provided by Live Well with Cancer are delivered by appropriately qualified freelance professionals.

Where a complaint relates to the professional practice of an externally contracted practitioner, we will listen to the concern, review the matter within the scope of our role and explain the appropriate professional or regulatory route where necessary.

We will always respect professional confidentiality. This means that we may not be able to share information about an individual's sessions, records or discussions, even where a complaint has been made by someone other than the person who received the service.

7. If someone is unhappy with our response

If the person making the complaint remains unhappy following our response, they can request that the complaint is reviewed by the **Chair of Trustees**.

The Chair will review how the complaint was handled and whether the charity's complaints procedure was followed. Where appropriate, the Chair may ask another trustee to undertake the review to ensure independence.

The Chair will aim to provide a response within **20 working days**.

The outcome of this review will normally be the charity's final internal response.

8. Serious concerns

Some matters may need to be dealt with outside the normal complaints process, particularly where they involve:

- Safeguarding concerns.
- Allegations of criminal behaviour.
- Serious professional misconduct.
- Data protection or confidentiality concerns.
- Financial irregularity or fraud.
- A risk of harm to an individual.

In these circumstances, we may need to follow another relevant Live Well with Cancer policy or refer the matter to an appropriate external organisation or professional body.

9. Learning from complaints

We will keep a record of formal complaints and the actions taken.

Complaints will be reviewed by the CEO and, where appropriate, reported to the trustees so that we can identify learning, improve our services and reduce the likelihood of similar concerns arising in the future.

Personal information will be handled in accordance with our confidentiality and data protection requirements.

10. Unreasonable or abusive behaviour

We understand that people may be upset or frustrated when making a complaint. We will always seek to listen and respond respectfully.

However, we may need to take appropriate steps where communication becomes threatening, abusive, discriminatory or excessively repetitive, or where behaviour places staff, volunteers or others at risk.

Any such decision will be made proportionately and will not prevent legitimate concerns from being considered.

External bodies that you may consider referring to include:

- If it relates to our fundraising activities and you are unhappy with our final response, you can refer your complaint to **The Fundraising Regulator**.

- If you have a serious complaint about another aspect of our work and are not fully satisfied with our response, you can escalate your complaint to **The Charity Commission.**

Policy owner: CEO

Approved by: Board of Trustees

Date approved:

Review date:

Live Well with Cancer