

Complaints Policy

Revision History

Version	Revision Date	Revised by	Section Revised
Formal Complaints Procedures	Created June 2018		
1.0	June 2021	Supporter Care Manager	All
	June 2022	Supporter Care Manager	Change of fundraising complaints contact from Fundraising Regulator to Scottish Fundraising Adjudication Panel
	Jan 2023	Supporter Care Manager	Team name change

Document Control

Policy Owner: Supporter Care Manager	Version: 1.0	Status: Approved	Date Approved: June 2021 Next review due: June 2022
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Complaints Policy

Worldwide Cancer Research's Commitment:

- All complaints are taken seriously.
- To ensure the complaints procedure is clear and easy to use.
- Complaints are dealt with courteously, promptly and effectively.
- Complaints are treated in confidence, with fairness and objectivity.
- Worldwide Cancer Research works continuously to enhance our processes and procedures.

Any complaints received are reviewed by the Senior Management Team on a regular basis. Careful monitoring of complaints allows us to improve the service where appropriate. Complaints relating to legal matters may be responded to by the charity's legal advisors, at the charity's discretion. The Charity will also refer to regulatory bodies such as The Office of the Scottish Charity Regulator (OSCR) where appropriate.

How can I make a complaint?

You can call our Supporter Care team from Monday to Friday 9.00am – 5.00pm on 0300 777 7910.

You can email the team at enquiries@worldwidecancerresearch.org or use our online contact form [Link](#)

Alternatively, if you would rather write to us please use the address below:

Worldwide Cancer Research
1st Floor, Canning Exchange,
10 Canning Street
Edinburgh
EH3 8EG

If you require support to make a complaint, we accept correspondence from a representative if you have given them your consent to make the complaint on your behalf.

Our Promise to you.

We aim to resolve complaints quickly, if possible, during your telephone call, however some complaints will require a little more time to investigate before a resolution can be found.

For complaints via email and letter where a resolution is not possible right away, we will send an acknowledgement within 2 working days and follow up with a resolution as soon as possible, usually within 14 days. If we are unable to find a resolution within this time, we will send regular updates to keep you informed of our progress.

If you are unhappy with the response you have received

If you do not feel that your complaint has been resolved satisfactorily, please contact us. We will see if there is anything further we can do to help you with your complaint to ensure it is resolved.

If you are still not happy with the outcome you can contact one of the independent bodies below.

For complaints about how the charity operates contact **The Office of the Scottish Charity Regulator.**

Post: The Scottish Charity Regulator (OSCR), 2nd Floor, Quadrant House, 9 Riverside Drive, Dundee, DD1 4NY

Tel: 01382 220446

Email: info@oscr.org.uk

For complaints regarding fundraising activities contact the **Scottish Fundraising Adjudication Panel.**

Post: c/o The Scottish Charity Regulator (OSCR), 2nd Floor, Quadrant House, 9 Riverside Drive, Dundee, DD1 4NY

Tel: 0808 164 2520

Email: complaints@goodfundraising.scot

For complaints regarding your data or information we hold about you contact the **Information Commissioner's Office.**

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Tel: 0845 30 60 60 or 01625 54 57 45

Website: www.ico.gov.uk

For complaints relating to our lottery contact the **Independent Betting Adjudication Service (IBAS). You can also refer your complaint to the Gambling Commission.**

Post: Independent Betting Adjudication Service, PO Box 62639, London, EC3P 3AS

Tel: 020 7347 5883

Email: adjudication@ibas-uk.co.uk