



Complaints Procedure for Clients, Active Listeners and Members

INTRODUCTION

Cancer Support France recognises that it has a duty of care at all levels, to our active listeners and our members, as well as to our clients. This duty of care includes respecting the views and actions of others even if we do not agree with them.

Any client, AL or member affected by our actions (or lack of them) has the right to make a complaint. Any complaint will be examined without prejudice and acted upon according to our current complaints procedure.

HOW DO I MAKE A COMPLAINT?

Ask for a Complaints Form from your local association or download the form attached to this document on our website here:

<https://cancersupportfrance.org/contact-us/>

If the complaint relates to a member of a local association or to an incident which occurred at a local association, then complete and return it as soon as possible to your local association President.

If the complaint relates to a President of a local association or to a member of the national association or to an incident which occurred at national association level, then complete and return it as soon as possible to the National President.

All contact details are available on our website:

<https://cancersupportfrance.org>

WHAT WILL HAPPEN NEXT?

You will be contacted as soon as possible to discuss the matter.

If it is agreed together that the complaint can be dealt with by mediation, then we will deal with it informally. The local association or national association Bureau, as appropriate, will be notified of the complaint. A member of the Bureau will be appointed to investigate the complaint and recommend suitable action. This recommendation will be discussed with you.

If it is agreed that mediation is not suitable, we will confirm in writing that we have received your complaint form and we will investigate it formally.

HOW IS A FORMAL COMPLAINT INVESTIGATED?

The investigator will be a person not involved in your complaint.

The investigator will:

- Inform the person(s) complained about of the details of the complaint.
- Gather information from all those involved in the complaint, so that everyone has the opportunity to give their version of events.
- Gather information from any other person who may be able to assist.

The investigator will then give a written report either to the association President or to the President of CSF National, as appropriate.

We will write to you to arrange to meet with you to discuss the result of the investigation and any proposed action.

WHAT ABOUT CONFIDENTIALITY?

All our volunteers are bound by our Code of Confidentiality. However, the Code recognises that something said in confidence may need to be disclosed in order to investigate a complaint.

Confidential information will only be disclosed to the extent necessary to deal with your complaint, and only to those involved in the investigation process.

WHAT IF I AM STILL NOT SATISFIED?

You can apply for an appeal panel hearing, by writing to the CSF National President explaining why you want to appeal.

The appeal panel will consist of two members of the National Conseil d'Administration unconnected with your complaint or, if the complaint is about a local association, unconnected with that association.

Your complaint will be re-investigated and you will be given the opportunity to make further statements. We will write to you to arrange to meet with you to discuss the result of the investigation and any proposed action.

A Complaints Form is Annexed.



COMPLAINTS FORM CONFIDENTIAL

If you wish to make a formal complaint about Cancer Support France (CSF) please fill in this form.

I WISH TO COMPLAIN ABOUT Please tick whichever applies :

A CSF volunteer - Active Listener
Member

A CSF association

The CSF organisation

Name of Person complained about.....

Position in organisation (if known).....

Name of association.....

Date(s) of Incident

MY COMPLAINT IS:-

(Continue overleaf or on a separate sheet, if you wish)

Signed

Date

PRINT NAME:.....

Address.....
.....

Postcode:.....Telephone No.

Please return this form to your association President or the national President in accordance with the procedure above.

You will find the addresses on our website:
<http://www.cancersupportfrance.org>

A reference number will be notified to you with the acknowledgment of your complaint. Do keep a copy of this form for your own records.