

Cork ARC Complaints Policy

Making a complaint or giving feedback

Cork ARC Cancer Support House CLG (Cork ARC) is committed to supporting those with a cancer diagnosis and their loved ones throughout Cork City and County. We listen to all feedback (positive and negative) that we receive and use that to continue to learn and improve our services. The Board of Cork ARC receives reports on any complaints received.

Every person is unique and ideally their care, support and treatment should be tailored to their needs. However, sometimes things do not always work out as planned and we may not meet your expectations in this regard. This policy will ensure that anyone that needs to can easily see how to make a complaint or provide feedback and what they can expect from us in relation to this.

We will treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response.

What you can expect from us:

- It will be easy to make a complaint / give feedback.
- We will treat it seriously however it is communicated, e.g. in person, by phone / post / email.
- We will deal with it quickly and politely
- We will respond accordingly e.g., with an explanation, or an apology where appropriate, and information on any action taken, etc.
- We will learn from complaints, use them to improve, and monitor them at our Board meetings

How to give feedback / make a complaint

If you do have a complaint or feedback about any aspect of our work, you can:

- Speak to any member of the team about it
- Notify us via the website: <https://corkcancersupport.ie/get-in-touch/>
- Email us at info@corkcancersupport.ie
- Ring us on 021 427 6688
- Write to us at: Cork ARC Cancer Support House, Sarsfield Road, Wilton, Cork T12 EW9A

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.

Someone else can complain on your behalf if you give them written permission to do so. If you want to complain on behalf of someone else, you must get their written permission.

What happens next?

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

What if the complaint is not resolved?

If you are not happy with our response, you may write to the CEO of Cork ARC, explain why you are dissatisfied, and request a review of the outcome. The CEO will review the complaint and respond to you within seven days of receiving this. If they cannot respond within that timeframe, they will explain why and provide a new deadline.

What if the complaint is still not resolved?

If you are not satisfied with the way your complaint is handled by us, you may be able to raise a concern with the [Charities Regulator](#) if it falls within their remit.