

Complaints

Principles

Boot Out Breast Cancer aims to maintain high standards in all our work, but we recognise that we can sometimes get things wrong despite our best intentions. We are committed to establishing and maintaining good relations with all supporters, clients, campaigners, donors, partners, volunteers, and members of the public, and we aim to always treat people with respect.

Your feedback matters to us

At Boot Out Breast Cancer, we openly welcome feedback and complaints. We actively encourage you to contact us with your feedback, whether good or bad. Complaints are especially important to us as they may help us see where our work could be improved. We will keep a record of all the complaints we receive to help us learn for the future.

How to get in touch

If you are unhappy with the grants we fund, please email debbie@bootoutbreastcancer.org.uk

If you are unhappy with our fundraising including charity bag collections, please email debbie@bootoutbreastcancer.org.uk

If you are unhappy with our other services, please email debbie@bootoutbreastcancer.org.uk

Or, write to:

Boot Out Breast Cancer
Melrose House, Suite 4, 184 Chorley New Road,
Bolton
BL1 4QZ

To help us investigate and address all complaints, we ask you to provide us with as much information as possible.

- The reason for your complaint
- Where and when what you're complaining about happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email)

We will strive to get back to you as soon as possible and 10 working days at the latest. If you are unhappy with our response to your formal complaint, you can appeal. We will review our response and get back to you within a further 15 working days.



Taking your complaint outside Boot Out Breast Cancer

If you are not satisfied with our response to you on appeal, you can take your concern to an external regulator:

- the **Charity Commission**, if you feel we have broken the law or there is a serious risk of harm to us or our beneficiaries
- the **Fundraising Regulator**, if you are unhappy with our fundraising activity
- the **Independent Betting Adjudication Service**, if you are unhappy with the running of our lotteries or raffles
- the **Information Commissioner's Office**, if you are unhappy with how we use or look after your information.

Change Record

Date of Change:	Changed By:	Comments:

Boot Out Breast Cancer Ltd.