

Process for providing feedback

Your feedback is important to us. We are committed to providing efficient and effective services to Cancer patients, their families and carers as well as Health Professionals. Our aim is to provide services of high quality on a basis that is fair to all.

Our [compliments, comments and complaints](#) scheme allows you to tell us what you think of our services - good, bad, what we are doing well, where we can improve or what we are doing wrong. We take all comments seriously and see them as an opportunity to improve our services. You may also want to take a look at our [Compliments, Comments and Complaints policy](#).

You can make a compliment, comment or complaint about us or any of our services by completing the on-line [Compliments, Comments and Complaints form](#), write to us at Macmillan Cancer Support (Jersey) Limited, Suite 2.13 The Lido Medical Centre, St Saviour's Road, St Saviour, Jersey JE2 7LA, Channel Islands, calling in at our [Cancer Information and Support Centre](#) or by asking one of our employees to put it in writing for you.

If you are dissatisfied about a service, please let us know by contacting the person you have been dealing with. If you are unsure who to contact, please telephone our Centre Administrator on 01534 498188. We will try wherever possible to resolve the matter with you informally at that time (stage one). If the person you are dealing with is unable to do that they will offer you a call back from their line manager within 3 working days and/or advise you how to make a formal complaint (stage two).

If your complaint has been considered by us at stage two of our complaints procedure and you remain dissatisfied with the outcome of that investigation and response, we can raise the matter with our Board of Directors.

We continually monitor to see how many compliments, comments or complaints we have received and how we are performing in responding to these requests.

Thank you for taking the time to provide us with your feedback.

Please return this form to the Centre Administrator, Suite 2.13, The Lido Medical Centre, St Saviour's Road, St Saviour JE2 7LA

Compliments, Comments and Complaints Form

Private & Confidential

ENQUIRER NAME		DATE	
HOME ADDRESS & POST CODE		DAYTIME TEL	
		HOME TEL	
		MOBILE TEL	
		EMAIL ADDRESS	
I would like to make a	Compliment	Comment	Complaint (Please circle)
Regarding	Our Service	Staff	Literature Opening hours Centre location
Please provide details of your comment or complaint here and continue on a separate sheet if necessary			
Nature of visit		Date & Time:	
Signed:			