

Cancer Council NSW Complaints Guide

Cancer Council NSW is committed to the fair, efficient and effective management of complaints. If you are dissatisfied with Cancer Council NSW, our services, activities, processes, people or representatives, we encourage you to let us know.

This guide provides you with details of how you can make a complaint and advises you of the principles under which we manage complaints.

What is a complaint?

An expression of dissatisfaction made to or about Cancer Council NSW, our services, activities, processes, people or representatives, where a response or resolution is required by you.

What is feedback?

Opinions, comments and expressions of interest or concern about Cancer Council NSW, our services, activities, processes, people or representatives, where no response or resolution is required by you.

How can I make a complaint?

You can make a complaint about Cancer Council NSW by any of the following methods:

Method	Complaint Area	Details
Online form	All complaints	Cancer Council NSW complaints form
Phone	Our cancer information and support services	1300 360 541
	Our fundraising and marketing activities	1300 780 113
	Other complaints	02 9334 1900
Email	Our cancer information and support services	clientservices@nswcc.org.au
	Our fundraising and marketing activities	email@cancercouncil.org.au
	Privacy or personal information	privacy@nswcc.org.au
	Conduct of research projects	research@nswcc.org.au
	Other complaints	complaints@nswcc.org.au
Mail	All complaints	Complaints The Cancer Council NSW PO Box 572 Kings Cross NSW 1340

How can I provide feedback?

You can provide feedback via phone, mail or email using the contact details on the [Contact Us](#) page of our website, or by completing the feedback form at the bottom of the [Contact Us](#) page of our website.

How does Cancer Council NSW manage complaints?

Cancer Council NSW manages all complaints in accordance with the following principles:

- **People focus:** We are committed to receiving and managing complaints about our services, activities and practices. When making a complaint you will be:
 - provided with or directed to this Complaints Guide, and
 - listened to and treated with respect by Cancer Council NSW people, and
 - where appropriate, kept informed about the management of your complaint and its resolution.
- **Confidentiality:** We will protect your identity where it is practical and appropriate. All personal information that identifies you or other people involved in the complaint will only be disclosed or used by Cancer Council under any relevant privacy laws and in alignment with our [Privacy Policy](#).
- **No detriment:** We will take all reasonable steps to ensure that you are not adversely affected because a complaint has been made by you, or on your behalf.
- **Objectivity and fairness:** We will address complaints in an objective and unbiased manner, including by ensuring that:
 - complaints are not managed by the person who is the subject of the complaint
 - conflicts of interest, whether actual or perceived, are managed responsibly, and
 - internal reviews of how a complaint was managed will be conducted by a person other than the original decision-maker.
- **Efficiency:** We will empower our people to resolve complaints promptly and efficiently. Where possible, we will endeavour to resolve your complaints at first contact with you.
- **Responsiveness:** We will acknowledge all complaints within three (3) working days. Where complaints cannot be resolved at first contact with you, we will endeavour to resolve all complaints within two (2) weeks of acknowledgement. Complaints of a complex nature may take longer to resolve.
- **Continuous improvement:** We are committed to continuous improvement and will implement learnings from complaints to enhance our services, activities and practices.

What if I am unhappy with how my complaint has been managed?

If you are unhappy with the resolution of your complaint, have concerns about how your complaint has been managed or feel you have been adversely affected following a complaint please contact us at complaints@nswcc.org.au.

What is whistleblowing?

Whistleblowing refers to an individual with insider knowledge of Cancer Council NSW reporting misconduct or an improper state of affairs. Cancer Council NSW maintains a Whistleblowing Policy that can be found on the [Governance](#) page of our website.

What else do I need to know?

- If your complaint is anonymous or you indicate that you would not like us to contact you, the complaint will be actioned, but we will not be able to provide you with a response or resolution.
- When making your complaint, let us know if you require an interpreter or assistance with accessibility.
- Please let us know if you require the involvement of a support person at any stage of the complaints process.
- If your complaint relates to the conduct of a particular individual, we will generally need to provide the details of the complaint to that individual in order to effectively respond to and resolve your complaint.