

Compliments and complaints

A comprehensive Lymphoma Action complaints policy is available. Please ask your staff contact.

While we hope that our services and the volunteering activity you undertake will not give rise to complaints, we will respond fairly, positively and promptly to any received from service users, supporters or volunteers.

As a volunteer you may receive a compliment or complaint from others about Lymphoma Action during your volunteering activities. You may also have a compliment or complaint yourself. Please follow the below reporting procedures:

Compliments

Thank the person(s) who provided the compliment. Please note down what was said and pass this to your staff contact verbally or by email and they will share this with the relevant person, service area or whole staff team.

Complaints

Lymphoma Action has two approaches to handling complaints; informal and formal.

If a staff member is present during your volunteering activity, ask them to speak with the person making the complaint. If you are volunteering alone, let the person know you are a volunteer and that you can pass on their complaint to a member of staff (your staff contact) who will record the complaint. If they wish the complaint to be dealt with in a formal manner and speak with a staff member, take their contact details (following [GDPR processes](#)) so that we can follow up with them.

In all instances, please note what was said and inform your staff contact as we're required to make a record of all complaints.

If you would like to make a compliment or a complaint:

Contact your staff contact at the earliest opportunity who will be able to talk you through any necessary process. If you are making a complaint, your staff contact can discuss if you'd like to make an informal or formal complaint.

If you are making the complaint about your staff contact or you'd like to make a complaint about volunteering with Lymphoma Action, please contact Carly Benton, Volunteering Development Manager on volunteering@lymphoma-action.org.uk or 01296 619424. Alternatively you can ask to speak to a Senior Manager at Lymphoma Action by calling 01296 619400.