

We Welcome Your Feedback!

At Cancer Research Wales we are always looking to improve upon the service that we offer to supporters, our scientists, and the projects that we fund.

If you're unhappy with any aspect of our work, it is particularly important that we hear your concerns and respond to them. We will review any complaints impartially, and respond with courtesy and transparency in respect of our findings and next actions.

Our goal is to acknowledge your complaint within 24 hours of receipt and to reply within 5 working days. If we need to investigate further and cannot respond within this timeframe, we will let you know how soon we will aim to resolve your complaint.

Please contact us using the following:

Cancer Research Wales
Velindre Hospital
Velindre Road
Whitchurch
Cardiff
CF14 2TL

Telephone: 02920 316976

E-mail: crw@wales.nhs.uk

However, if you are not satisfied with our response to your complaint, please let us know. We will pass your complaint to a more senior member of staff who will try to help.

In order to seek to comply with best fundraising practice, Cancer Research Wales is registered with the Fundraising Regulator. You can contact them via their website (<http://www.fundraisingregulator.org.uk>) or by mail.

Their address is as follows:

The Fundraising Regulator
2nd floor, CAN Mezzanine Building
49-51 East Road
Old Street
London
N1 6AH

Telephone: 0300 999 3407.

Thank you for supporting Cancer Research Wales.