

The Board of Trustees require that “The Cancer Support Centre, Sutton Coldfield” operate and maintain the Quality System in accordance with the quality procedures and the overall responsibility for this rests with CSC Centre Manager.

This manual defines the aims, scope and operational procedures for the provision of Holistic care offered by the Centre and represents Trustees commitment to introduce, develop and maintain them.

The aim of this commitment is to ensure that client satisfaction is achieved by a systematic and professional approach to our activities.

Compliance with the operating procedures is mandatory on all Centre personnel, Trustees, salaried and volunteer staff, Client Advocates and Therapists.

Marie Moore

Chair of Trustees

Date: November 2018