

From the office of the Chief Executive
Macmillan Cancer Support
The Forge
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Direct line: 020 7840 4923
Email: gpeters@macmillan.org.uk

1st September 2025

Dear Geoff

Thank you for getting in touch and for sharing your concerns so openly.

Firstly, let me apologise for the unacceptable delay that has occurred in me sending this reply. Your message reached me as I went away on leave for a couple of weeks, so we are reviewing how we process letters such as yours so that they are forwarded to me with speed; I can at least then respond with an acknowledgement before a more detailed reply is sent.

Most importantly, thank you for your extraordinary support over the past 13 years. Raising over £120,000 is a truly remarkable achievement, and we are incredibly grateful for everything you've done to help people living with cancer.

I'm very sorry to hear that you've been feeling less supported recently. You've been a vital part of our fundraising community for many years, and it's upsetting to hear that your recent experience hasn't reflected the appreciation and connection we hope to offer.

While our Supporter Care Hub in Shipley was set up to ensure consistent, centralised support for all of our fundraisers, we do recognise that it can't replace the value of longstanding personal connections and local presence. Your feedback on this is being shared directly with the relevant teams, including senior leadership.

We are extremely sorry to hear that you've come to the decision to close your garden shows on the 3rd of August. We know how much time, care, and heart has gone into them, and how much they have meant, not only to Macmillan but also to your community. We are saddened to be losing you as a supporter after so many years of extraordinary dedication. Please know how deeply grateful we are for everything you have done.

All feedback we receive is formally logged and reviewed, and yours will be shared with the relevant teams across the organisation so that it is fully heard and reflected on. If I can be of any further assistance in this matter, please don't hesitate to contact us on 0300 1000 200 (Monday to Friday, 9am to 5pm) or email me at 'gpeters@macmillan.org.uk'

Very warmest wishes
Gemma

Gemma Peters (she/her)
Chief Executive, Macmillan Cancer Support

**For information, support or just someone to talk
to, call 0808 808 00 00 or visit macmillan.org.uk**

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