

## Our Complaints Policy

ChildHope is committed to delivering a high standard of service to anyone who engages with our work.

We'd like to hear from anyone who believes we have fallen short of the high standards we set ourselves. We appreciate the opportunity this feedback gives us to learn and improve.

We will ensure that your complaint is:

- Treated seriously
- Handled fairly without bias or discrimination
- Treated confidentially.

You can provide your feedback by phone on 0203 559 6504, emailing [info@childhope.org.uk](mailto:info@childhope.org.uk) or, alternatively, you can write to the following address:

**ChildHope UK**  
**The Green House**  
**244-254 Cambridge Heath Road**  
**London**  
**E2 9DA**

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If your complaint is about our fundraising activities, the complaint must be made to us within 12 weeks of the fundraising incident or communication of which the complaint is made.

If after four weeks following the complaint we are unable to resolve it to your satisfaction, you can ask the **Fundraising Regulator** to consider it by:

- Submitting your complaint through the Fundraising Regulator website [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)
- Writing to Fundraising Regulator, 2<sup>nd</sup> Floor, CAN Mezzanine Building, 49-51 East Road, Old Street, London, N1 6AH
- Calling them on 0300 999 3404

In some cases, we may need more than four weeks to investigate and resolve the complaint. In these circumstances, we will set out the reason for the delay and provide a deadline for resolution. **Please note, you should raise your concerns with the Fundraising Regulator within 8 weeks.**

ChildHope is registered with the Fundraising Regulator and we agree to abide by its decisions.