

How to make yourself heard

Your comments and complaints

Our promise to you

At the NSPCC, we're working to end cruelty to children in the UK. So we always try hard to give everyone we work with the best possible service we can. We promise to do our best – and to always listen to what you have to say.

Any comments?

We welcome your feedback, good or bad, whatever your relationship with the NSPCC. Your views are important to us because they help us to improve our services, so we can offer children, and everyone else involved with our work, the best possible experience of the NSPCC.

Who to contact

Comments and complaints can be made to any NSPCC member of staff or volunteer by phone, email, in person, or in writing. You will find our contact details at the end of this leaflet.

Compliments

We would like to hear from you if you are happy with the service you have received. We will make sure your comments get to the right place, to ensure that we recognise and share good practice.

Concerns or complaints about the NSPCC

We're sorry if you feel we haven't lived up to our promises. What's important now is making sure you are heard so we can try to put things right.

The way we deal with concerns and complaints is set out here. If anything is unclear you can talk to:

- **Your local NSPCC contact – if you have one.**
- **The NSPCC Information Service.**

There is more information in our Complaints policy and procedure. This is available online or by contacting the NSPCC Information Service.

Concerns or complaints about the NSPCC will be treated confidentially. If you make a complaint, it won't affect your relationship with the NSPCC or stop you receiving services from us.

When we receive your comment or complaint, we will try to agree with you how we will put things right. We will write to you within 10 working days explaining what has been agreed or what we think should be done.

We hope you will be happy with our answer. If not, please tell us as soon as you can and ideally within 14 working days. We will let you know what we plan to do – this could be carrying out a formal investigation.

We aim to complete a formal investigation within 20 working days.

In the most serious cases, we will begin a formal investigation as soon as we receive your complaint.

If you're not happy with the result of the investigation please let us know as soon as possible. We will carry out a review and make a final decision on what should happen. We will let you know what this is within 20 working days.

How to contact us

You can contact us through any NSPCC member of staff, volunteer, or local office or write to:

NSPCC Information Service
Weston House
42 Curtain Road
London EC2A 3NH

Telephone: 020 7825 2775

Email: comments@nspcc.org.uk

To help us deal with your comment or complaint as effectively as possible, please tell us which part of the NSPCC it relates to. Please also include your full name, contact details and how you would like us to contact you.