

Tell us what you think

WHAT TO DO IF YOU HAVE SOMETHING TO SAY

We promise to do the best we can and always listen to what you have to say. Please get in touch if you'd like to tell us about your experience with the NSPCC.



Have an idea?

Hearing what you've got to say helps us to improve, so we can offer children and young people the best possible experience with the NSPCC. If you have an idea, including how we could improve our services, don't hold back. We'd love to hear it.



Something not quite right?

We're sorry if there's anything we've done to make you feel upset about the NSPCC. What's important now is getting your complaint heard, so we can put things right.



How to make yourself heard

Get in touch via the contact details listed on the right. Alternatively, if you have an NSPCC contact, you can speak to them. If you want another person to help make sure you are heard, they can get in touch with us on your behalf.

Don't forget to let us know what or who your comment is about. And remember to say how you'd like us to get in contact with you. We can email, call, or write – whatever you prefer.



How long will it take?

We will try to sort out your complaint as quickly as we can. Sometimes we can do this straight away by talking it through with you. Sometimes we will need to speak to other people to find out what has gone wrong.

Complaint

- A complaint received in writing will be acknowledged within five working days by the NSPCC.
- We aim to respond to a complaint in full within 15 working days of receipt.
- A complainant wishing to appeal (if the relevant criteria are satisfied) must do so in writing within 15 working days of receiving the outcome response from the NSPCC.

Appeal

- Your appeal will be acknowledged by the NSPCC within five working days.
- The NSPCC aims to provide a full and final response to the appeal within 15 working days of the appeal being received.

Need some help?


If anything is confusing, you can always talk to an adult you trust who will help you with your complaint. This might be your mum, dad, teacher or your NSPCC or Childline contact.

HOW TO CONTACT US


Compliments, comments and complaints

NSPCC Supporter Care

North West Regional Office
Quays Reach
14 Carolina Way
Salford
M50 2ZY

 **020 7825 2505**


(9am to 5pm, Monday to Friday)

 **supportercare@nspcc.org.uk**


Complaints relating to the NSPCC Chief Executive (CEO) or a Trustee ONLY

Head of Governance

NSPCC
Weston House
42 Curtain Road
London
EC2A 3NH

 **020 7825 2500**

(9am to 5pm, Monday to Friday)

 **governance@nspcc.org.uk**