

# What's up?

## What to do if you have something to say

### Our promise to you

At the NSPCC, we're serious about ending cruelty to children in the UK. We promise to do the best we can – and to always listen to what you have to say.

### Have an idea?

Hearing what you've got to say helps us to improve, so we can offer children and teenagers the best possible service from the NSPCC. If you have an idea, don't hold back. We'd love to hear it.

### Unhappy with us?

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

Read on to find out how we'll do that. If anything is confusing, you can always talk to an adult you trust who will help you sort out what to do about your complaint. This might be your NSPCC or ChildLine contact, if you have one, or someone else such as your mum, dad or teacher.

### How to make yourself heard

If you have an NSPCC contact, you can speak to them in person, by phone, email or text or you can write to them. If you don't have an NSPCC worker you can contact us through any NSPCC office, member of staff or volunteer. There are some other ways to contact us below. If you want another person to help make sure you are heard, they can get in touch with us on your behalf.

### 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 and this can take up to two weeks. We will always let you know what we have done and what we think should happen as a result of your complaint.

If you're not happy with what we say to you about your complaint, try to let us know within two weeks. We will usually then do a bigger investigation. This may take up to four weeks.

If you're still unhappy, we will look at your complaint again to make sure everything we have done is fair. This may take another month.

It can be hard to understand how complaining works, so it might help to talk it through with a friend or an adult you trust.

### How to get in touch

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

**NSPCC, Weston House**  
**42 Curtain Road, London EC2A 3NH**  
**Telephone: 0808 800 5000**

You can email us at **Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)**

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