

Tell us what you think

HOW TO MAKE A COMPLIMENT, COMMENT OR COMPLAINT

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.

Whatever your relationship with the NSPCC, we welcome your feedback – good or bad. Your views are important to us because they can help us improve our services so that we can offer children, and everyone else involved with our work, the best possible experience. Please use the contact details listed to send a comment, compliment or complaint.

Compliments and comments

If you are happy with the service you have received we welcome your feedback, including any suggestions for improvements you think we could make to our services. We'll make sure your comments reach the right person, so we can recognise and share good practice.

Complaints

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

The way we deal with complaints:

Complaint

- Any complaint received (preferably 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 an outcome response from 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 an appeal within 15 Working Days of the appeal being received.

To help us deal with your compliment, comment or complaint as effectively as possible, please tell us which NSPCC service or activity it relates to.

Please also include your full name, contact details and how you would like us to contact you.

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 from receiving services from us.


There's more information in our Compliments, Comments and Complaints Policy available online or you can contact the NSPCC's Supporter Care team.

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**