



## Our Complaints Policy

Hope for Children 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, unless prior agreement is received to share with other concerned parties.

You can provide your feedback by phone on 01442 234561, emailing [hope@hope4c.org](mailto:hope@hope4c.org), or alternatively you can write to the following address:

**Hope for Children  
6 Progression Centre  
Mark Road  
Hemel Hempstead  
Hertfordshire  
HP2 7DW, UK**

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, 2nd 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.**

Hope for Children is registered with the Fundraising Regulator and we agree to abide by its decisions.

Effective 1 January 2018



🏠 6 Progression Centre, Mark Road, Hemel Hempstead, Herts, HP2 7DW, UK

☎ +44 (0)1442 234561

✉ [hope@hope4c.org](mailto:hope@hope4c.org)

🌐 [www.hope-for-children.org](http://www.hope-for-children.org)

🏆 Charity Reg. No. 1161729 (previously 1041258)

Because every  
child deserves  
a childhood