

COMPLAINTS PROCESS

At UNICEF UK, our aim is to put our supporters at the heart of all we do. If something hasn't worked, or met your expectations, please let us know and we will do our utmost to look into and resolve any issues. Your feedback will help us do our best for our supporters and for children all around the world.

GET IN TOUCH

To speak to someone at Unicef UK, please contact our **Supporter Care Team** and we'll be happy to help .

- **By phone:** Call 0300 330 5580 between 8am-6pm Mon-Fri. Outside those hours, please leave a message and we'll get back to you as soon as possible.
- **By email:** Write to us at supportercare@unicef.org.uk. Please note, during busy periods, our response may take up to three working days.
- **By post:** Write to us at Supporter Care, Unicef House, 30a Great Sutton Street, London EC1V 0DU. Please include your name, address and telephone number so that we can respond to you as quickly as possible.

OUR COMPLAINTS PROCEDURE

We will always do our best to resolve any issue as quickly as possible and to your satisfaction.

In instances where we cannot resolve a complaint immediately, because the information we need is not to hand or the matter requires further investigation, we will try to contact you within three working days. For more complex matters please allow up to 10 working days for a full response, following our initial contact.

Please note, as a charity with limited resources, we cannot always address complaints which aren't directly related to our work, or that we are not in a position to comment upon.

CONTACT OUR COMPLAINTS COORDINATOR

If for any reason you aren't satisfied with our handling of the issue you've raised, please contact our Complaints Coordinator Suzanne Dorrington. You can email her at complaints@unicef.org.uk.

WHO ELSE CAN HELP?

We want our fundraising work to meet the highest possible standards, which is why Unicef UK is registered with the Fundraising Regulator. This means we are committed to complying with their **Code of Fundraising Practise and Fundraising Promise**.

If you wish, you can contact the Fundraising Regulator by calling 0300 999 3407, or by emailing enquiries@fundraisingregulator.org.uk. You can also send them a letter at:

The Fundraising Regulator
2nd floor, CAN Mezzanine Building
49-51 East Road
London N1 6AH

If the nature of the complaint is related to any other non-fundraising aspect of our work, you may wish to contact **The Charity Commission**:

Charity Commission
1 Drummond Gate
London SW1V 2QQ

If your complaint relates to the Unicef UK Postcode Lottery, you may wish to contact our External Lottery Manager, Postcode Lottery Limited, on 0808-1098765 (free phone).

If you feel that a satisfactory resolution has not been achieved, you can request Alternative Dispute Resolution (ADR) with CEDR (<https://www.cedr.com>).