



Feedback and Complaints Policy

Our promise to you

We are committed to supporting the most at risk children and young people in Colombia. It is thanks to our dedicated supporter network that we are able to help so many children make meaningful, lasting changes in their lives, so we are extremely grateful for your support.

We aim to engage with our supporters and anyone with an interest in our work in a positive and respectful way. However, if we do get it wrong then we want to know so that we can improve. Equally, if we get something right then we also want to know so that we can build on that. So please contact us with your feedback and comments - we're very happy to hear your views and appreciate you taking the time to get in touch.

You can contact us by [email](#), telephone or write to us.

Telephone: 0207 549 0225 – Please ask to speak with Grace, our Fundraising, Communications and Finance Assistant, and she will be happy to assist you.

Our office hours are 9:30am-5:30pm Monday to Friday however we have an answering machine service so you can always leave us a message and we will get back to you.

You can also email us at: info@childrenchange colombia.org

Or write to us at:

Children Change Colombia, Development House, 56-64 Leonard Street, London, EC2A 4LT.

We will aim to get back to you with an initial response to your feedback within 10 working days and resolve any complaint within 28 days of you bringing it to our attention and us acknowledging it. If in special circumstances, we are unable to resolve your complaint within that timeframe we will of course let you know and then keep you updated on our progress.

Children Change Colombia is a member of the [Fundraising Regulator](#) so if your complaint is specifically about our fundraising and you are not happy with our response then you can contact the Fundraising Regulator at:

Telephone: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk

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

If it's a non-fundraising issue, and you're not satisfied by our response, you can contact The Charity Commission at:

Telephone: 0845 3000 218

Online: www.charitycommission.gov.uk

Post: The Charity Commission, PO Box 1227, Liverpool, L69 3UG.