

Complaints Policy



Handicap International UK is committed to delivering a high standard of supporter care to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by phone on 0870 774 3737, email supportercare@hi-uk.org or, alternatively, you can write to the following address:

Handicap International UK
Supporter Care Team
9 Rushworth Street
LONDON
SE1 0RB

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 you are not happy with the response you receive, you can escalate your concerns to Aleema Shivji, Executive Director, (aleema.shivji@hi-uk.org) who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Regulator**, the independent regulator of charitable fundraising in the UK, to consider it by:

- submitting your complaint through the Fundraising Regulator website: www.fundraisingregulator.org.uk
- writing to: Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH
- calling: 0300 999 3407
- emailing: complaints@fundraisingregulator.org.uk

More information can be found at <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>