

Making a Complaint

AbleChildAfrica is committed to delivering a high standard of communication and service to anyone who engages with our work. We are keen to hear from anyone who believes we have fallen short of the high standard set for ourselves.

You can complain about:

- a service we have provided
- a decision we have made

We will ensure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially

You can provide your feedback by phone on 020 7793 4144, or email complaints@ablechildafrica.org.uk, or, alternatively, you can write to the following address:

AbleChildAfrica
Complaint
Unit 3, Graphite Square
Vauxhall Walk
London SE11 5EE

Please be sure to tell us:

- what you think went wrong and when
- what you think we should do to put it right

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 a further **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 the Executive Director, who will consider the matter in more detail.

If we are unable to resolve your complaint to your satisfaction, you can escalate your complaint to the relevant regulator, such as the Charity Commission or Fundraising Regulator. Please see <https://www.gov.uk/complain-about-charity> for details of how to do so.