

How we handle complaints at UNICEF UK

About our service

For over 80 years, UNICEF has worked to protect and support children around the world. Everything we do is guided by the United Nations Convention on the Rights of the Child.

We rely on the generosity of our supporters to continue this work. That's why we are committed to providing a high standard of service in every interaction.

UNICEF UK is a member of the Fundraising Regulator, helping to ensure our fundraising is open, honest and accountable.

When something goes wrong

We always aim to get things right. However, we recognise that sometimes we may fall short of your expectations.

If that happens, we want to hear from you. Your feedback helps us to:

1. Understand what went wrong
 2. Put things right
 3. Improve how we work in future
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Your feedback

We welcome all feedback, whether it's a compliment, comment or complaint.

At UNICEF UK a complaint is any expression of dissatisfaction, however it is made. Every complaint helps us learn and improve.

We will always take your concerns seriously and treat you fairly and with respect.

How to contact us

Our Supporter Care team is here to help.

The quickest way to resolve a concern is usually by phone:

 0300 330 5580 (Monday to Friday, 9am–5pm)

Or you can contact us in one of the following ways:

 Complete our online form: [Contact us](#)

 Email: complaints@unicef.org.uk

 Write to us: Supporter Care, UNICEF UK, 1 Westfield Avenue, Stratford, London E20 1HZ

What happens next

We aim to resolve most complaints straight away.

If we need more time, we will acknowledge your complaint within **1 working day**, but sometimes we may contact you for more information. If that is the case, we aim to provide a full response within **5 working days**.

If you're not satisfied

If you're unhappy with our response, you can ask us to review your complaint.

Please provide:

- Details of your original complaint
- Why you're not satisfied
- What you would like us to do

A senior colleague will review your complaint and respond as quickly as possible.

If the issue remains unresolved

If we still haven't resolved your concerns, we will continue to review your complaint and keep you updated on our progress until we reach a final response.

Taking your complaint further

If you're not satisfied with our final response, you can contact an independent organisation for advice.

- **Fundraising complaints:**
[Fundraising Regulator complaints page](#)
- **General charity concerns:**
[Charity Commission guidance](#)

- **Data protection concerns:**
[Information Commissioner's Office \(ICO\) guidance](#)
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Privacy

We will only use your personal information to manage your complaint. For more information, please see our Privacy Policy: [UNICEF UK Privacy Policy](#)

Our Commitment

We value the trust you place in us.

Every complaint is an opportunity to improve, and we are committed to learning from your feedback to deliver the best possible experience for our supporters.