# Complaints Procedure

Hope and Homes for Children place each and every supporter at the core of our work. Our supporters have enabled us to become what we are today – a charity that is transforming the lives of thousands of children who were living with little hope for the future and now have love, security and a life to look forward to.

If you have a complaint please let us know. Your view and opinions on any aspect of our work are important and will help to inform how we operate in the future.

If you have a complaint please send it to:

Joe Sutton, Head of Supporter Care   
Hope and Homes for Children   
East Clyffe   
Salisbury   
SP3 4LZ

Email: [joe.sutton@hopeandhomes.org](mailto:joe.sutton@hopeandhomes.org) or [info@hopeandhomes.org](mailto:info@hopeandhomes.org)

Telephone: Please call 01722 790111 between 9am and 5.00pm, Monday to Friday.

Please give us your name, address, email address or phone number that you would prefer us to contact you on.

We will treat your complaint with the utmost urgency and reply within 24 hours.

If you are still not satisfied with our initial response then please continue the correspondence, as it is important to us to reach an amicable and acceptable conclusion.

Hope and Homes for Children are registered with the Fundraising Regulator and if your complaint is not satisfactorily resolved you may choose to refer it them for further resolution.

# Key contacts

Joe Sutton

Head of Supporter Care

Hope and Homes for Children

East Clyffe

Salisbury

Wiltshire SP5 3NG

01722 79011

[joe.sutton@hopeandhomes.org](mailto:joe.sutton@hopeandhomes.org)   
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