

Complaints Policy

The South2South Network is committed to delivering a high standard of service. We'd like to hear from anyone who believes we have fallen short of the high standards we set ourselves. We appreciate the opportunity this feedback gives us to learn and improve.

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 0203 559 6504, emailing info@south2southnetwork.com or, alternatively, you can write to the following address:

South2South Network
c/o ChildHope UK
The Green House
244-254 Cambridge Heath Road
London
E2 9DA

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 your complaint is about our service delivery or our business development activities, the complaint must be made to us within 12 weeks of the incident or communication of which the complaint is made.

In some cases, we may need more than four weeks to investigate and resolve the complaint. In these circumstances, we will set out the reason for the delay and provide a deadline for resolution.