

Making a complaint

At Become we are committed to improving the lives of children in care and young care leavers and we work hard to give everyone the best possible service we can. If you are unhappy about any aspect of our work, we would like to hear about it. We value and welcome all types of feedback, good or bad.

The complaints procedure

If you want to make a complaint to Become, you can find details of our complaints procedure here. Please then contact us by:

- Calling us on 020 7251 3117
- [Sending an email to a member of staff](#)
- Writing to us at:
Become
15-18 White Lion Street
London N1 9PG

We will acknowledge and provide an initial response to your complaint within ten working days of receiving it. We expect to be able to resolve most complaints within that timeframe, but 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 our response, please let us know as soon as possible. Your complaint will be referred to a senior member of staff, who will carry out a review and let you know the outcome.

The Fundraising Standards Board & Become



We are a member of the Fundraising Standards Board (FRSB) the body for self-regulation of fundraising in the UK. Become agrees to adhere to the highest standards of good practice with our fundraising and a Fundraising Promise. If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the Fundraising Standards Board, the self-regulator for fundraising in the UK, to consider it by:

- submitting your complaint through the FRSB website www.givewithconfidence.org.uk
- writing to Fundraising Standards Board, 65 Brushfield Street, London E1 6AA, or
- calling – 0333 321 8803