



OUR COMMITMENT TO YOU

You, our supporters, are integral to what we do. We simply couldn't work with communities, helping them find hope and a way out of poverty, without your support.

You're hugely important to us, and to the communities around the world you transform through Tearfund. You don't just contribute to our work, you make it possible. Because of this, and because we want to serve Jesus in all we do, we don't want our services for supporters to be just good - we want them to be excellent!

WE WANT TO HEAR FROM YOU

We work in partnership with others who share our vision of lives transformed – with local churches, groups, projects and individuals like you. Together, we make up the powerful network that is the global church. To tackle poverty, we need to work together effectively. Your feedback helps us do this.

We want to hear from you about what we do well, and what we need to change or improve. If we are doing things wrong, we need you to let us know. And we want it to be easy and enjoyable for you to share your views with us.

OUR PROMISES TO YOU

- We value you, your support and your opinions. We want this to be evident through every contact we have with you.
- We want to hear from you, because your comments, compliments, suggestions and complaints will help us get better at what we do.
- We will always try and answer your questions, because we aim to be upfront and transparent about what we do and how we do it.
- We might not always be able to do what you ask but, if that's the case, we'll explain why.
- We will always be friendly and polite.
- We make every effort to be good stewards of the resources entrusted to us, including time and money.
- We will treat your data – all the information you give us about yourselves – as you ask us to. For example, we won't pass your details on to anyone else, and if you say you don't want to receive certain things from us, we won't send you those things.
- Tearfund wants to be Christ-centred, compassionate, truthful, courageous and servant hearted. We try to demonstrate these values through the way we work with you.

Following Jesus where the need is greatest

HOW TO GIVE US YOUR FEEDBACK

We have a dedicated Supporter Services team. They're friendly, knowledgeable and committed to helping you. Sharing your feedback with this team is the best way to make sure it gets to the right people.

We want it to be easy for you to talk to us, so you can share your feedback in a number of different ways. Whichever way you choose, please remember to include your contact details if you'd like us to respond to you. If you know your supporter reference number, including this as well would be a great help.

Email us

England and Wales: info@tearfund.org

Scotland: Scotland@tearfund.org

Northern Ireland: ni@tearfund.org

Send us a letter

England: Supporter Services, Tearfund, 100 Church Road, Teddington TW11 8QE

Wales: Supporter Services, Tearfund, Tŷ Catherine, Capel Cildwrn, Llangefni LL77 7NN

Scotland: Supporter Services, Tearfund, Challenge House, 29 Canal Street, Glasgow G4 0AD

Northern Ireland: Supporter Services, Tearfund, 241 Newtownards Road, Belfast BT4 1AF

Call us

England and Wales: 0208 977 9144

Scotland: 0141 332 3621

Northern Ireland: 028 9073 0060

Our lines are open Monday - Thursday: 08.30-17.30; Friday: 08.30-17.00. If you need to call outside of these hours, just leave a message including your telephone number and we'll call you back.

Visit our website

tearfund.org

Other ways to contact us

 Facebook  Twitter

HOW SOON WILL WE GET BACK TO YOU?

If you email your enquiry to us or submit an online form, we'll reply within two working days of receiving it.

If you send us a letter, we'll get back to you within three working days.

WHEN WE WON'T GET BACK TO YOU

We will always respond if we can, but sometimes this may not be possible.

- You can send feedback to us anonymously – it will still be useful. But we can't respond to enquiries or complaints made anonymously and/or without contact details.
- If we can't read or understand feedback, we may need to come back to you for clarification on the issue.
- We won't respond if you specifically ask us not to.

IF YOU WANT TO MAKE A COMPLAINT

We hope you'll never need to send us a complaint, because we try hard to meet the high standards we set for ourselves. However, sometimes things go wrong and you may want to make a formal complaint. If this happens, we will:

- acknowledge the complaint, so you know we've received it
- record the complaint
- investigate the complaint
- correct what went wrong if possible and appropriate
- tell you about what we have done and why
- if possible, change procedures to avoid the same thing going wrong again in the future
- explain why, if we can't make the changes you've suggested

We'll address your complaint as soon as possible, but it might take a bit longer than a regular enquiry.

We will acknowledge your complaint within two working days and aim to respond fully within 15 working days. If we need to contact overseas staff in order to handle your complaint properly it might take us a bit longer, but we'll keep you up to date on our progress.

When we receive a complaint and can't respond for one of the reasons listed above (see previous page), we will still investigate the complaint.

WHAT IF YOU'RE NOT HAPPY WITH OUR RESPONSE TO YOUR COMPLAINT?

We take complaints seriously and we respond to them as thoroughly as possible. We hope you will be happy with the reply you get from our Supporter Services team but, if you're not, you can take your complaint further.

- To further your complaint, in the first instance please contact:

Helen Harris, Head of Supporter Services
Tearfund
100 Church Road
Teddington
TW11 8QE
0208 977 9144
info@tearfund.org (email FAO Helen Harris)

Please don't forget to include your contact details and preferences for when and how Helen can conveniently contact you.

If after contacting Helen you still feel unhappy about the way your complaint has been resolved, there are some external organisations you can get in touch with.

- If your complaint concerns data/information we hold about you, you can contact:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Fax: 01625 52 45 10
www.ico.org.uk

- If your complaint concerns an area of Tearfund's work, you can contact:

The Charity Commission

PO Box 1227
Liverpool
L69 3UG
Tel: 0300 065 2199
www.charity-commission.gov.uk

- Alternatively, you can contact:

The Fundraising Regulator

1st Floor
10 St Bride Street
London
EC4A 4AD
Tel: 0300 999 3404
Email: enquiries@fundraisingregulator.org.uk

A copy of our standards and commitments as an organisation can be found here:

http://www.tearfund.org/en/about_us/how_we_work/tearfund_quality_standards/



We want to take this opportunity to reiterate that we are committed to treating you and your details with the utmost respect. To this end, we comply with the Fundraising Standards Board and have never (and will never) share or sell your details outside Tearfund. We value you as a person and as our partner in God's work, and would never want to make you or anyone else feel under pressure or uncomfortable. We want you to enjoy hearing from us, knowing that your prayers and generosity are transforming lives.

If at any time you want to update your contact details or alter your mailing preferences, please get in touch with our Supporter Services team at info@tearfund.org or 0208 977 9144.

Do also remember that you can register with the Mail Preference Service to limit the amount of direct mail that you receive (mpsonline.org.uk/mpsr/) and/or the Telephone Preference Service to opt out of unsolicited sales or marketing calls (tpsonline.org.uk/tps/index.html.)

AND, BECAUSE WE CAN'T SAY IT ENOUGH... THANK YOU AGAIN

We're following Jesus where the need is greatest, working through local churches to unlock people's potential and helping them to discover that the answer to overcoming poverty is within themselves.

We're Christians passionate about ending poverty. We go to the places of greatest need, responding to disasters and helping communities to see their own potential to overcome poverty. We couldn't do any of this without you. Thank you!