

Making a complaint about Sense

Sense is always keen to hear suggestions for improving our service. If something is wrong, we want to put it right.

Often the quickest and most effective way of resolving a complaint is to raise it directly with the service / manager involved. However if this is not possible or your preferred option please fill in the form below and we will deal with it as soon as possible.

Alternatively, if you would like any assistance, or would like to talk to someone who is not directly involved, please call our national complaints line on 0800 731 9008.

Please be assured that your complaint will be treated confidentially.

Online complaint forms

Read our [Sense complaints policy](#)

Use our online form if you wish to [make a complaint about Sense fundraising](#)

Use our online form if you wish to [make a complaint about Sense services](#)

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