

Our service to you as a Sense supporter

Our Supporter Services team is dedicated to providing the highest standards of care to all of our supporters. We are a small team who respond directly to your queries, suggestions and complaints: whether you are new to Sense or have been supporting us for many years, our team will do their best to ensure your relationship with us is a rewarding one.

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As a guide, our Supporter Services team regularly deals with the following common enquiries:

- Making a donation to Sense
- Answering questions about communications you may have received from Sense
- Privacy or data protection issues.

Our team values:

Integrity - We are open and honest in our communications, sharing the realities and challenges of our work.

Accountability - We will acknowledge our mistakes and any areas of improvement needed.

Respectful - We value all of our supporters and will always respond to enquiries in a courteous manner.

Progressive - We constantly evaluate our work, learning and developing knowledge and practices.

Who we are

Our small but dedicated team is made up of the following members of staff:

Head of Operational Support: Stel Kyriacou

Supporter Services Officer: Rujina Rob

Supporter Services Assistant: Pern Thumkeungsuradej

Our commitment to you

We are committed to providing you with the highest quality of service and to listening to your views. We will address any queries or feedback you may have promptly and learn from your experiences.

Sometimes things do go wrong or we may not get the balance right despite our best endeavours, and when that happens we want to know about it. Where possible we will put things right and also use the opportunity to learn from any mistakes.

Below we have set out what you can expect from us, and how you can ensure that any comment or complaint you have is heard. We appreciate the time and trouble supporters take to tell us their views.

Contact us – comments, suggestions, complaints, compliments

If you do have a comment, suggestion, complaint or compliment that you would like to bring to our attention, there are several simple ways to do so:

By phone

Our Supporter Services team is available from 9am-5.30pm Monday to Thursday and until 5pm on Fridays and you can contact us directly on 0845 127 0067 or on our textphone 020 7014 9339.

We prefer to talk to you directly and we are usually able to answer your call during office hours. If our lines are busy and we are unable to answer please leave your name and contact number with a brief message and we will call you back on the same working day or on the following working day if the call is made after 4.30.

By email

Please forward your message to us at: supporterservices@sense.org.uk

We will respond to all emails within three working days (see below for complaint response times).

Please give us details of your comment, suggestion, complaint or compliment along with your name and address and a contact number.

By post

Please write to us at:

Supporter Services, Sense, 101 Pentonville Road, London, N1 9LG.

We will send a response to your query within five working days (see below for complaint response times).

Please give us details of your comment, suggestion, complaint or compliment along with your name and address and a contact number.

What happens next: Our complaints procedure

We take your concerns and feedback seriously and appreciate the effort that all supporters make in contacting us. To ensure we handle your complaints appropriately there are three main stages:

Stage 1

Contact the Supporter Services team with your complaint

We will consider the issues you have raised carefully and a member of the team will respond to you by the end of the following working day by phone or email or will send a letter within two working days. We will always attempt to talk to you by phone about your complaint if we have been given a telephone number.

In some cases a complaint may take longer to investigate or resolve. If this is the case will contact you within the timeframe specified above to let you know what we are doing and when we expect to contact you again. Complaints are normally resolved within 28 days.

Stage 2

If you are unhappy with our response, or with the progress of a complaint, you can ask for the matter to be passed on and it will be dealt with by a Senior Manager or Director. You can do this either by contacting the Supporter Services team or by contacting our national complaints line on 0800 731 9008.

Stage 3

If you remain unsatisfied with the outcome of a complaint to Supporter Services you can contact the [Fundraising Standards Board](#).

We appreciate your support and welcome your feedback – and should you have any comments on the teams' services or the information given above, please let the Supporter Services team know via the contact details given above.

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Sense, 101 Pentonville Road, London N1 9LG, Tel.: 0845 127 0060, Text 0845 127 0062, email: info@sense.org.uk

Charity No. 289868

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