

Complaints & Grievance policy (external)

Contact RSN

If you have a concern, grievance or complaint about RSN's work, please get in touch with our Chief Executive or Chair of Trustees.

There are 4 ways to get in touch with us.

1. Email us: Catherine Gladwell, Chief Executive
(cgladwell@refugeesupportnetwork.org)
2. Notify us: Please fill out [this form](#)
3. Write to us: David Hollow, Chair of Trustees
Refugee Support Network, 32 Manor Park Road,
London NW10 4JJ
4. Call us: +44 208 838 3810

Response times

If you email us, we will respond within 48 hours.

If you fill out the form, we will respond within 72 hours.

If you write to us, we will respond within 5 Business Days of receipt.

If you call us, someone will take down your contact details and we will try to respond within 24 hours.

Our response will tell you what we've done or, where the issue is complex and we need more time, what action(s) we may take to address the issues you raise.