



# Complaints and grievances (external)

## Contact REUK

If you have a concern, grievance or complaint about REUK and/or our work, please get in touch with our Senior Leadership Team or Chair of Trustees.

You can contact us in any of the following ways:

- By emailing us: [complaints@reuk.org](mailto:complaints@reuk.org)
- By filling out [this form](#)
- By writing to us: Joy Johnston, Chair of Trustees, Refugee Education UK, 32 Manor Park Road, London NW10 4JJ

## 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 five business days of receipt.

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.