

Complaints Procedure

We're committed to working with care, accountability and integrity. If we get something wrong, we want to know — and we want to learn.

If you've experienced something that felt harmful, disappointing or not in line with our values, we encourage you to let us know. We take all complaints seriously and aim to respond with honesty, fairness and care.

To make a complaint or raise a concern, you can email: info@peace-collective.org

You can also ask to speak to someone in person or by phone.

We aim to acknowledge all complaints within 5 working days, and respond fully within 20 working days wherever possible. If we need longer, we'll let you know.