

# **[News story: Use the Charity Commission website to answer your query](#)**

Our online guidance and services are available 24 hours a day, 7 days a week.

## **How to change your correspondence or email address**

Use our online service to [change your charity's details](#).

## **How to request a new password**

If you are an established, registered charity you can request a [new or replacement password online](#). You'll need to enter your charity number and the password will be emailed to the address we have on file.

If you are applying to register a charity and need a new password, you can request it through our [online service](#)

## **How to get a copy of a governing document**

You should contact the charity first. Some charities may provide governing documents on request or through their website.

If you are a trustee, professional advisor or a member of the charity you can ask for a copy of the governing document. All members of the trustee body should be given a copy as part of normal governance processes.

If you can't get a governing document from the charity you can use our [general enquiry form](#) to request one.

## **How to submit an annual return**

The annual return service for the financial period ending in 2017 will be available on this website in the summer.

You can read our guidance to help you [submit your annual return](#).

## **Response times for general queries**

If you have sent a query to the Charity Commission we will aim to respond within 15 working days.

Our [contact information and opening times](#) are available on the homepage.