

Making a complaint

Our commitment to you

We are committed to making sure that celebrants in the Humanist Ceremonies™ network deliver a good level of service. We aim to provide consistent reliability, quality and availability across our network.

While we hope that the ceremony you experience exceeds your expectations, we realise there may be times when you are not satisfied with the level of service given by one of our network celebrants, and may wish to make a complaint.

Please talk to your celebrant about your complaint in the first instance, so that they can try to rectify any issues. If you are unable to resolve your complaint with your celebrant, then please contact us.

How to contact us in relation to a complaint

You can write to us at:

Humanists UK
39 Moreland Street, London EC1V 8BB

Alternatively you can send an email to ceremonies@humanism.org.uk, or phone us on **020 7324 3060**

Humanist Ceremonies™ complaints procedure

Complaints made to Humanists UK are subject to the following complaint-handling procedure.

1. We will in the first instance encourage the celebrant to resolve your complaint.
2. If, within three days, the celebrant has not resolved your complaint, it will be directed to our complaints procedure. We will write to you to let you know who will be investigating your complaint.
3. We will investigate your complaint and endeavour to send a response to you as soon as possible, but no later than 35 working days of receiving your complaint, outlining the outcome of the investigation.
4. If you are dissatisfied with the outcome of the investigation, or with any part of the process, you have the right to make an appeal to the Director of Ceremonies on the contact details above. You must refer your complaint to the Director of Ceremonies within one month of the date of our final response.