Making a complaint

Our policy

1. ***We welcome comments, complaints, and compliments****. If something goes wrong we want to hear about it, and to have the opportunity both to address the specific concern, and to consider any improvements that might avoid it happening again.*
2. ***We will make it easy*** *for anyone who has received a service or product from us - or from anyone acting in a role accredited by us - to make a comment, complaint, or compliment.*
3. *We will deal with complaints in a* ***serious and timely way****.*
4. ***We will keep a record*** *of all complaints. We will review them to ensure we identify any further opportunities to improve. We will also review and improve the complaints process itself.*
5. *We will ensure that all* ***our people - staff, volunteers, and accredited service providers - understand*** *our comments, complaints and compliments process, and their role in it.*

How to make a complaint

You can use our complaints form on our website, send an email to complaints@humanism.org.uk, phone us on 020 7324 3060, or write to us at: Humanists UK, 3 Waterhouse Square, London EC1N 2SW

Procedure

1. We will acknowledge your complaint within three working days.
2. Your complaint will be logged, given a complaint reference for future correspondence, and allocated to a complaint handler.
3. We then aim to investigate and resolve your complaint within fifteen working days. If we are unable to, we will contact you to advise you and let you know how much longer it may take to resolve. Please note there are separate procedures for complaints relating to Ceremonies, Humanist Care, and School Speakers. You will be advised of these procedures should your complaint be about one of these areas.
4. If you are dissatisfied with the resolution, you have the right to appeal the decision. You should make your appeal within 30 days of the original decision.
5. Your appeal will be reviewed and communicated to you within fifteen working days from acknowledgement of your appeal and will be investigated by another senior member of staff.