



Making a complaint

Our commitment to you

Humanists UK take all complaints seriously. We are committed to providing the highest quality in the provision of our services and products we provide.

How to contact us to make a complaint

You can use our complaints form on the website.

You can write to us at:

Humanists UK
39 Moreland Street, London EC1V 8BB

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

Humanist UK complaints procedure

Complaints made to Humanists UK are subject to the following complaint handling 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 some complaints are subject to a separate complaints procedure, such as those relating to Ceremonies, Humanistcare, 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.
6. If you are dissatisfied with the decision of the appeal you should contact the Charity Commission for further advice.