

Behçet's UK aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with Behçet's UK.

If you are not happy with Behçet's UK please tell us.

If you are unhappy about any Behçet's UK service, please speak to the relevant volunteer, staff member, or Trustee.

If you are unhappy with an individual in Behçet's UK sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to a staff member or Trustee.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair. (If your complaint is about the Chair, please write to the Vice-Chair.)

All written complaints will be logged. You will receive a written acknowledgement within 5 working days of receipt.

The aim is to investigate your complaint properly and give you a reply within 10 working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

If your complaint is about fundraising you can contact the Fundraising Regulator for an independent investigation via their website at <http://www.fundraisingregulator.org.uk/> by post to Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, Old Street, London, N1 6AH, or by phone on 0300 999 3407.

Finally, please also let us know if you are happy with Behçet's UK services.

Email: info@behcetsuk.org

Phone: 0345 130 7328

Write to: Behçet's UK, Kemp House, 152-160 City Road, LONDON, EC1V 2NX

Version	Last Review Date	Author
1.0	27 September 2019	Gemma Darlow