



Our Complaints Policy

The Vegetarian Society is committed to delivering a high standard of service to anyone who engages with our work. We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback or make a complaint by phone on 0161 925 2000 or by emailing complaints@vegsoc.org. Alternatively, you can write to the following address:

The Vegetarian Society
Parkdale
Dunham Road
Altrincham
Cheshire WA14 4QG

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to Lynne Elliot, Chief Executive who will consider the matter in more detail.

If we are unable to resolve your complaint to your satisfaction, you may choose to contact an external regulator to register your complaint. Examples of regulators which may be able to help are as follows:

- If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Standards Board**, the self regulator for fundraising in the UK. Visit www.givewithconfidence.org.uk for information about how to do this. The Vegetarian Society is a member of the Fundraising Standards Board and we agree to abide by its decisions. Please be aware that the Fundraising Standards Board can only consider complaints received within 3 months of the original incident. *Note that the fundraising regulations system is currently under review by the government, and we will update this information with new information when relevant.*
- Contact the **Advertising Standards Authority**, details at www.asa.org.uk, to complain about an advertising campaign that is considered offensive, deceptive or inaccurate, or the amount of emails or mail received from the Vegetarian Society, by visiting
- The **Information Commissioner**, <https://ico.org.uk>, for complaints relating to the Data Protection Act, Freedom of Information Act or Environmental Information Regulations.
- The **Charity Commission** at www.charitycommission.co.uk if the complaint is about any other aspect of the charity's work.
- **Local Environmental Health** if the complaint relates to reporting an issue with standards at the Charity's cookery schools. Search for your local authority on the Food Standards Agency website at www.food.gov.uk/enforcement/yourarea.

Thank you.