

# Complaints Policy

Policy Owner	Executive Director
Policy Author(s)	Executive Director and Operations Manager
Effective Date	April 2026
Date of Next Review	April 2027

This policy outlines how Plant-Based Health Professionals UK handles complaints to ensure fairness, transparency, and timely resolution. We are committed to addressing concerns constructively and improving our services based on feedback.

This policy applies to complaints about our services, staff, or operations; complaints from service users, partners, or stakeholders; and all staff involved in handling complaints.

We take all complaints or concerns about our organisation and services seriously.

All complaints are initially handled by Dr Shireen Kassam, Founder and Director. You can make a formal complaint using the [contact page on the website](#) or by emailing [info@pbhp.uk](mailto:info@pbhp.uk)

To help us address your complaint effectively, please include:

- Your full name and contact details
- A clear description of the issue, including:
  - What happened
  - When and where it occurred
  - Any relevant evidence (e.g., emails, receipts, or notes)
- How you would like the complaint to be resolved

**We aim to acknowledge your complaint within 3 working days** with an outline plan for further investigation. We will review your complaint and any evidence provided, gather additional information if needed (e.g., staff statements, records) and assess the complaint against our policies and procedures. **We aim to provide a final response within 20 working days of acknowledgement.**



If you are not satisfied with the response received, then we can seek further advice from the [Citizens Advice Bureau](#).

All complaints are recorded securely and confidentially, and records are retained for at least 3 years for review and compliance. We review all complaints to identify trends and areas for improvement.

Data is handled in accordance with the UK General Data Protection Regulation (UK GDPR). Our policy and procedures are updated regularly to reflect best practices.

For further information, please contact [info@pbhp.uk](mailto:info@pbhp.uk) or [visit our website](#).