

## Complaints Process

We pride ourselves on representing Pagans, but should a problem occur we have a dedicated team to help resolve your issues.

This page details what steps to make should you wish to make a complaint.

In the first instance you should contact the Complaints Officer directly, you can do this in the following ways:

Email: [Complaints@paganfed.org](mailto:Complaints@paganfed.org)

Letter: Complaints Manager  
The Pagan Federation

BM Box 7097

London

WC1N 3XX

You will need to include the details of your complaint, any evidence you may have and provide your preferred contact details.

You will receive an acknowledgement to your complaint within 2 working days and a response within 10 working days. If for any reason we are unable to provide you with a response within this timescale, we will provide you with an update to your complaint and provide you with a date that you should expect to receive a response.

If you are unhappy with our response, you have the right to escalate your complaint, to escalate your complaint please follow the above steps, but contact the General Secretary - [gensec@paganfederation.co.uk](mailto:gensec@paganfederation.co.uk)

If you are unhappy with a response to your escalated complaint, please contact the President - [president@paganfederation.co.uk](mailto:president@paganfederation.co.uk)

Please note that you will **not** have a right to escalate your complaint, unless:

- You have followed complaints procedure as detailed above
- We have provided a full response that you are dissatisfied with
- We have failed to provide a response within the agreed time frame
- You have a complaint directly against the Complaints & Mediation Officer

The President's decision to an escalated complaint is final, however, should you still feel that we have not answered your concerns adequately you may wish to seek independent advice outside of the Pagan Federation.

Please note, that in order to resolve your complaint it may be necessary to pass your complaint and contact details to other officers within the Pagan Federation.

Appropriate mediation may be offered to resolve your concerns and in cases of misconduct a hearing may be requested, should this be the case you will receive full details on how we will proceed with your case.

The Pagan Federation reserves the right to take action against any member or officer found to be in breach on the code of conduct and may seek legal action where appropriate.