
THE ROYAL INSTITUTE *of* PHILOSOPHY

Complaints Policy

It is the policy of the Royal Institute of Philosophy that all complaints are taken seriously and are dealt with in a uniform way and that a first acknowledgement from the recipient of the complaint is sent within five working days. A proposed resolution to the complaint should be issued to the customer within ten working days. If for any reason there is an unavoidable delay in issuing a response to the complaint, the individual will be informed and a new deadline issued.

All complaints will be dealt with by a designated person so that the individual raising the complaint has a definite point of contact. All customers can contact this designated person if they have any questions or queries or if they wish to enquire about the progress of the complaint.

Should anyone be dissatisfied with the handling of a complaint at any time, they should inform the designated person who can determine the most appropriate person to respond.

If you are still dissatisfied having followed all the stages as above, you should write to the Managing Director.