

Complaints Procedure

BurlyCon Complaints Handling Policy

The BurlyCon Committee is committed to providing a high-quality service to all our attendees. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain directly to the BurlyCon Board.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Executive Director and Ombudsman, who will review your matter file and speak to the member of staff who acted for you.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the meeting secretary will write to you to confirm what took place and any forthcoming resolutions.
5. If you do not want a meeting or it is not possible, the Executive Director will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the BurlyCon Board to review the decision.
7. We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the

BurlyCon Ombudsman,
PO Box 18373,
Seattle, WA 98118

about your complaint. Normally, you will need to bring a complaint to the Ombudsman within three months of receiving a final written response from us about your complaint. For further information, you should contact the ad@burlycon.org.