

National Spiritual Assembly – Complaint Handling Policy

The National Spiritual Assembly of the Bahá'ís of the United Kingdom, its agencies and committees, uphold the dignity and nobility of every person; promote unity, fellowship and goodwill among all people; and decide and resolve all issues through the process of consultation as ordained in the Bahá'í teachings.

Complaints about any institution, agency or person within the jurisdiction of the National Spiritual Assembly of the United Kingdom are dealt with through a process similar to the appeals process established by Bahá'í institutions everywhere and enshrined in Articles 34, 35 and 36 of the Articles of Association of the National Spiritual Assembly adopted October 2017. The Bahá'í institutions undertake to provide a response to a complaint as quickly as possible.

If a person has a complaint about a Local Spiritual Assembly or an agency or committee of the Local Spiritual Assembly, s/he should contact that Assembly outlining the complaint. The Local Spiritual Assembly will consider it and provide a response to the complainant. If the response of the Local Spiritual Assembly be unacceptable to the complainant, s/he may appeal to the National Spiritual Assembly. The National Spiritual Assembly will consider whether it will take jurisdiction in the matter or return it to the Local Spiritual Assembly for reconsideration. In the event of the National Spiritual Assembly assuming jurisdiction in the matter, its findings shall be final.

If a person has a complaint about the National Spiritual Assembly or any agency or committee of the National Spiritual Assembly, s/he should contact the National Spiritual Assembly outlining the complaint. The National Spiritual Assembly will consider it and provide a response to the complainant. Should the response be unacceptable to the complainant, s/he may appeal, in the first instance, to the National Spiritual Assembly. Should the complainant be dissatisfied with the response, s/he may appeal to the Universal House of Justice, whose findings shall be final.