



BRITISH SOCIETY FOR HAEMOSTASIS AND THROMBOSIS

British Society for Haemostasis and Thrombosis

Complaints Handling Policy

Scope of the Policy

This complaints policy sets clear expectations for both the complainant and the charity on how things will be resolved should an instance arise where grievance needs to be dealt with. Having this policy in place allows British Society for Haemostasis and Thrombosis (BSHT) to deal with concerns in a respectful, thorough, and transparent manner, reinforcing to the public and our donors that we are committed to delivering best practice.

The policy exists to assist the organisation on process and operational matters and to assist the donor with guidance and expectation on how any situation will be dealt with.

The policy is in accordance with the requirements of the Fundraising Regulator, an independent regulator for charities registered with the Charity Commission for England and Wales (www.fundraisingregulator.org.uk).

Policy Statement

Management of complaint resolution is important, and it is essential that feedback is dealt with in a receptive and timely manner. It is also important to listen and communicate thoroughly throughout the complaints process to ensure the complainant feels valued and justified.

The policy outlines how the concern will be recorded, who will take ownership, how it will be investigated and a timeframe for resolution. The policy also puts in place the process for escalating a complaint. By setting such parameters, both parties understand the responsibilities on them to provide information and commit to finding a workable way forward to achieve a mutual outcome.

Procedures

A complaint is defined as an expression of dissatisfaction, however made, about actions taken or a lack of action

The following describes how a complaint should be managed.

Registering a complaint with BSHT

The complaint will either be put forward to BSHT in person, by phone, letter or email. There are a number of ways in which this may arise and a number of individuals may be the first recipient of the complaint. When the complaint is received by a BSHT member it should be recorded and passed immediately to the secretary for BSHT. The BSHT secretary should record the details of the complaint. Such record will be stored securely on the BSHT server. It is important that as much information is obtained at this early stage to understand who will deal with the complaint, and how the complaint will be resolved.

Recording a complaint with BSHT

On receipt of the complaint, the BSHT secretary will acknowledge the issue by email within 96 hours. The correspondence will include the name of the BSHT representative who will take ownership of the complaint and a timeframe of 5 working days will be given to either resolve the complaint or pursue further dialogue if required.

Taking ownership of the complaint

The complaint will be assigned to the appropriate BSHT Officer, depending on the nature of the grievance. This person will lead on all future communication which clearly assigns full ownership and responsibility from the outset. The Charity Trustees will be made aware of the complaint and will be involved where required.

Complaint investigation

It is the complainant's responsibility to outline the full circumstances of the complaint from the outset. Once all information has been obtained, BSHT will thoroughly review and ascertain a way forward to achieve the best outcome for both parties.

If required, BSHT will engage with Society members and external parties. Should this happen, written statements will be obtained and kept for future record. Depending on the nature of the complaint, the BSHT officer may organise a face-to-face meeting with the complainant to discuss the matter further. Should this happen, the BSHT president will decide whether a second charity representative attends this meeting. The complainant will also be allowed, if they wish, one person of their choice to support them during the meeting. This supporting attendee must be independent of the complaint itself.

All investigations will be conducted in a professional and impartial manner.

Complaint resolution

Each complaint is assessed on its own merit and BSHT commits to ensuring that the parties involved feel the issue has been resolved. BSHT will respond openly to all the substantive points raised in a complaint and explain why it considers each of these to be justified or not.

BSHT will acknowledge if things have gone wrong, apologise when appropriate, in writing, and state what lessons have been learnt and changes that will be made to services, guidance and policy, if these are required.

It is anticipated that open dialogue will alleviate the majority of complaints and the relationship with the complainant can continue in a positive manner.

Complaint escalation

Should either party feel that a mutual resolution has not been reached, the complaint can be escalated. The complaint can be escalated for the following reasons:

1. The complainant is not satisfied with the BSHT officer's assessment,
2. and/or BSHT feels the complaint is of a nature that is deemed serious or detrimental to the overall working and reputation of the charity

In the first instance, the complaint should be escalated to the BSHT President. Correspondence will be acknowledged within 48 hours and a written response within 20 working days. With complaints of this nature, the BSHT president will make the BSHT Committee members and Trustees aware of the situation and seek guidance as required.

Should the complainant feel the situation has not been resolved, they have the right to refer their complaint to the Fundraising Regulator at www.fundraisingregulator.complaints/make-complaint.

Controls

This policy has been developed in conjunction with the BSHT committee. All new committee members will be made aware of the existence of this policy upon taking up their position with BSHT.

A Complaints Log will also keep a record of immediate learnings, actions and outcomes.

Compliance

Review cycle	Three-Yearly
Party responsible	BSHT President
Monitored by	Trustees

This policy will be audited on a 3 yearly basis, or sooner should legislation dictate. If revisions are required, the updated policy will be circulated to all relevant parties.

Closed complaints will be revisited internally, on an annual basis, as good practice to assess how effectively the outcome has worked and to review any learning points.