

BMA feedback and complaints policy

September 2018

The BMA is committed to ensuring that every member and all those in contact with the BMA receive a responsive and high-quality service and are satisfied with their interaction with us. We are always looking for ways to improve what we do.

We welcome any feedback that you have, whether it is in the form of observations on what you found particularly helpful or what you feel could be improved, or a specific complaint about your experience that you would like to be investigated and actively addressed. We take all complaints very seriously and if you are unhappy with any of our services, we will listen and where improvements need to be made it's important we have the opportunity to put things right.

We will use all the feedback we receive as an opportunity to learn, to provide a better service to members and to correct mistakes.

All feedback and complaints are centrally recorded and monitored so that we can identify patterns in what is being reported and identify opportunities for improvement.

Our principles

- We value and encourage feedback of all kinds.
- We will always endeavor to listen, reflect and learn.
- All feedback is taken seriously and will be acknowledged and responded to appropriately and promptly.
- Complaints are investigated promptly, thoroughly and transparently.
- Any member who provides feedback or makes a complaint should come away knowing that they have been listened to and feeling we have handled their issue well.
- Complaints handling will comply with confidentiality and data protection policies.

Standards of service

When a member comes to us with feedback or a complaint, they should:

- Receive an acknowledgement within 24 hours during the working week (if on the weekend, the next working day).
- Receive confirmation of how their complaint is being dealt with within seven working days.
- Receive a substantive response, where applicable, within 14 working days.
- Be kept informed of progress if more time is needed in order that we can address their concerns in full.



How to provide general feedback

If you have any comments, positive or negative, about any aspect of your experience with the BMA or any person or organisation acting on its behalf, please let us know at feedback@bma.org.uk.

We also welcome any suggestions you have for improvements that could be made.

You can feedback on anything – from a specific action taken by a person, to expressing dissatisfaction with services provided. Your comments must be about something that is within the responsibilities of the BMA.

How to make a complaint

If you have a complaint about your experience with the BMA or a service you have received, please send it by email to the BMA corporate development directorate at complaints@bma.org.uk. All complaints will be managed by the BMA corporate development directorate.

We will acknowledge your complaint within 24 hours of receipt and aim to respond in full within 14 working days. We will keep you informed of progress if more time is needed to address your concerns in full. You will be informed by the BMA Chief Executive (CE) of the outcome and any learnings or actions taken.

If you are not satisfied with the outcome you have the right of appeal to the BMA Chief Officers. Details of how to appeal will be included in your response from the CE. You will have 14 working days to submit your appeal.

Once your complaint has been resolved, we will contact you to ask whether you were satisfied with the way your complaint was handled.

If you are still unhappy following the outcome of how we handled your concerns, alternative bodies exist, such as [ProMediate](#) which can deal with any concerns raised should we (and you) decide to use such a scheme.

If you have bought goods or a service from the BMA but are unsatisfied with your purchase:

If you bought goods or services from us online, we both can use the Online Dispute Resolution (ODR) Platform. It is an interactive website offering a single point of entry to consumers and traders seeking to resolve disputes. It is intended to facilitate the independent, impartial, transparent, effective, fast and fair out-of-court resolution of disputes between consumers and online traders. It provides information relating to the out-of-court resolution of contractual disputes and hosts a form which allows traders and consumers to submit concerns and attach relevant documents. View the [European Online Dispute Resolution Platform](#).

Our email address for the purpose of handling any feedback or complaints made under the ODR platform is complaints@bma.org.uk.

Working together

As stated in the MyBMA booklet 'A guide to membership benefits', the BMA has a duty under health and safety at work law to ensure the wellbeing of its staff, including protecting them from harassment and bullying.

While we fully understand the unhappiness that dissatisfaction may cause, BMA staff are there to help and therefore should be treated courteously at all times as set out in our Dignity at work policy.

BMJ

Please note, the BMJ is independent of the BMA and has its own [complaints process](#).

Accessibility

If there is any reason that you are unable to submit your feedback or complaint via email please contact 020 7838 6410.

If you require this policy in an alternative format please contact ydil@bma.org.uk or 020 7838 6410.

Date of policy creation: September 2018
Date of policy review: September 2019
Accountability: BMA corporate development directorate