

## BMA feedback and complaints policy

July 2020

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 interactions with us. We are always looking for ways to improve what we do.

We welcome any feedback that you have about the BMA as an organisation, whether it is in the form of observations on what you find particularly helpful about its policies and public statements, or what you feel could be improved.

We are also open to receiving complaints about your individual experience of dealing with the BMA 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; where improvements need to be made, it's important we have the opportunity to put things right.

We will use all the feedback and complaints we receive as opportunities 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 areas for improvement.

### Our principles

- We value and encourage feedback of all kinds.
- We will always endeavour 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 that 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 (or, if on the weekend or a bank holiday, the next working day).
- Receive confirmation of how their complaint is being dealt with within 14 working days.
- Receive a substantive response, where applicable, within 28 working days.
- Be kept informed of progress if more time is needed in order for us to address their concerns in full.

### How to provide general feedback

If you have any comments, positive or negative, about the BMA or any person or organisation acting on its behalf, please let us know at [feedback@bma.org.uk](mailto:feedback@bma.org.uk).

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

You can feed back on anything about the BMA as an organisation. Your comments must be about something that is within the responsibilities of the BMA.



## How to make a complaint

You can make a complaint about an experience you have had with the BMA or a service you have received from it. Please send complaints by email to the BMA corporate development directorate at [complaints@bma.org.uk](mailto:complaints@bma.org.uk). Complaints will normally only be accepted if they have been made within three months of the events concerned, although the BMA can make exceptions where it is appropriate to do so (such as where you would not have been aware that you had cause to complain within this period). 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 28 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 complaints team of the outcome and any learnings or actions taken.

You can appeal against the outcome of your complaint by submitting a written statement for the attention of the BMA director of corporate development setting out your reasons for appeal. (Please complete the appeal outcome form in Appendix 1). Appeals are accepted at the BMA's discretion; repeated or vexatious appeals will not be dealt with.

Appeal statements must be submitted within 21 days from when you are informed of the outcome of your complaint. The appeal will be handled impartially by an independent, external party who will provide a recommendation. You will be informed in writing of the outcome.

If, following the outcome, you remain unhappy with how we handled your concerns, there are alternative bodies, such as [ProMediate](#), that 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](mailto: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](mailto:ydil@bma.org.uk) or 020 7838 6410

**British Medical Association**

## Appendix 1 BMA feedback and complaints policy

### Complaint outcome appeal form

You can appeal the outcome of your complaint by submitting a written statement for the attention of the BMA director of corporate development setting out your reasons for appeal.

Appeal statements must be submitted within **21 days** from when you were informed of the outcome of your complaint. The appeal will be dealt with impartially by an independent, external party, who will provide a recommendation.

**In order for an appeal to be fully considered, the relevant information held by the BMA relating to your complaint will be shared with the independent, external party. This will be solely for the purposes of the appeal and will not be shared any further.**

You will be informed in writing of the outcome.

### Personal details

Title and name	
BMA membership number <i>(if applicable)</i>	
Email address	
Phone number	

### Appeal statement

Original complaint date	
Complaint outcome date	

**Reason/s for appeal.** *Please specify the grounds of your appeal, outlining your reason/s for appealing the complaint outcome. The more specific you can be, the better.*

**Evidence to support.** *Please attach any additional relevant correspondence or evidence to support your appeal.*

**Desired outcome.** *Please indicate the outcome you would like.*

**Declaration:** I confirm this information to be true and accurate to the best of my knowledge.

Signature:

Date:

**Please return the completed form to BMA director of corporate development, Nicky Jayasinghe at [complaints@bma.org.uk](mailto:complaints@bma.org.uk)**