

Complaints Policy

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1. Definitions & Interpretation

1.1 In this Complaints Policy the following expressions have the following meanings:

“Appeal”	means a request from a customer to escalate a Complaint to Level Two or Level Three following an unsatisfactory outcome;
“Appeal Handler”	means an employee of The British Society for Haematology, the Chief Executive Officer who will handle Level Two Complaints and the President will handle level Three complaints.
“Business Day”	means, any day the business is open during normal business (Excluding Saturday, Sunday, public holidays)
“Complaint”	means a complaint about [goods] AND/OR [services] sold by The British Society for Haematology, about our customer service, or about our employees, volunteers.
“Complaints Form”	means our standard complaints form for use by Customers, by emailing Complaints@b-s-h.org.uk or available on our website Contact Us (b-s-h.org.uk)
“Complaint Handler”	means an employee of The British Society for Haematology;

“Complaints Policy”	means our customer complaints policy, by emailing Complaints@b-s-h.org.uk or available on our website Contact Us (b-s-h.org.uk)
“Complaint Reference”	means a unique code assigned to a Complaint that will be used to track that Complaint;
“Customer”	means a customer of The British Society for Haematology and includes potential customers (no purchase necessary);
“Decision Letter”	means a letter sent by a Complaint Handler or Appeal Handler to a Customer informing that Customer of the outcome of their Complaint;
“Investigation Report”	means the report prepared by a Complaint Handler or Appeal Handler detailing their investigation;
“Level One”	means the first stage in this Complaints Handling Procedure under which Complaints will be handled by a Complaint Handler;
“Level Two”	means the second stage in this Complaints Handling Procedure under which a customer may appeal the outcome of a Level One Complaint and under which Complaints will be handled the Chief Executive Officer.
“Level Three”	means the third stage in this Complaints Handling Procedure under which a customer may appeal the outcome of a Level two Complaint and under which Complaints will be handled by the President of the Society.
“Resolution Action”	means the available actions to be taken in response to a Complaint as detailed in Section 8.

2. Purpose

- 2.1 The British Society for Haematology welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our goods and/or services, our customer service, or about our employees, volunteers’, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.
- 2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations. In particular, the aims of this Complaints Policy are:
 - 2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about The British Society for Haematology, our goods and/or services, our customer service, or about our employees, and volunteers.

- 2.2.2 To ensure that everyone working for or with The British Society for Haematology knows how to handle Complaints made by our customers.
- 2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion.
- 2.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

3. What This Complaints Policy Covers

- 3.1 This Complaints Policy applies to the sale of goods and/or the provision of services by The British Society for Haematology, to our customer service and to our employees, and volunteers.
- 3.2 For the purposes of this Complaints Policy, any reference to The British Society for Haematology also includes our employees and volunteers.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
 - 3.3.1 The quality of customer service you have received from The British Society for Haematology.
 - 3.3.2 The behaviour and/or professional competence of our employees, and volunteers.
 - 3.3.3 Delays, defects, or other problems associated with the sale of goods by The British Society for Haematology
 - 3.3.4 Delays, defects, and other problems associated with the provision of services by The British Society for Haematology.

4. Making A Complaint

- 4.1 All Complaints, whether they concern our goods and/or services, our customer service, or our employees, or volunteers, should be made in one of the following ways:
 - 4.1.1 In writing, addressed to Head of Operations, The British Society for Haematology 100 White Lion Street, London, N1 9PF,
 - 4.1.2 By email, addressed to the Head of Operations at Complaints@b-s-h.org.uk
 - 4.1.3 Use our Complaints Form, following the instructions included with the form.
 - 4.1.4 By contacting us by telephone on 0207 713 0990.
- 4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 4.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled).
 - 4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own.

- 4.2.3 If you are making a Complaint about a particular transaction, include the reference, e.g., order number, invoice number etc.
- 4.2.4 If you are making a Complaint about a particular employee, or volunteer of ours, the name and, where appropriate, the position of that employee, or volunteer.
- 4.2.5 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved.
- 4.2.6 Details of any documents or other evidence you wish to rely on in support of your Complaint.

Details of what you would like The British Society for Haematology to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

5. How We Handle Your Complaint

- 5.1 The British Society for Haematology operates Three-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. If you are still not satisfied at the end of Level Two, Complaints may progress to level Three.

5.2 **Level One:**

- 5.2.1 Upon receipt of your Complaint, The Complaint Handler will log the Complaint in our internal complaint system and will acknowledge receipt of it in writing within 5 Business Days, giving you a Complaint Reference.
- 5.2.2 When we acknowledge receipt of your Complaint, we will also provide details of your Complaint Handler. This may be the Complaint handler to whom your original Complaint was directed (as above) or your Complaint may be assigned to another appropriate member of our team.
- 5.2.3 If your Complaint relates to a specific employee or volunteer, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee, or volunteer in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee or volunteer in question directly concerning the Complaint while we are working to resolve it.
- 5.2.4 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.2.5 We aim to resolve Level One Complaints within 10 Business Days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason

you will be informed of the delay, the likely length of the delay and the reasons for it.

- 5.2.6 At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two in the form of an Appeal.

5.3 **Level Two:**

- 5.3.1 If you are not satisfied with the resolution of your complaint at Level One, you may appeal the decision within 7 Business Days, and have the complaint escalated to Level Two. Level Two complaints are handled by the Chief Executive Officer.
- 5.3.2 Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler who will forward the request to an appropriate Appeal Handler. Receipt of Appeals will be acknowledged in writing within 2 Business days. When we acknowledge receipt of your Appeal, we will also provide details of your Appeal Handler.
- 5.3.3 If your Complaint relates to a specific employee or volunteer that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee, or volunteer in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee in question directly concerning the Complaint while we are working to resolve it.
- 5.3.4 If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.3.5 We aim to resolve Level Two Complaints within 15 business days , however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.3.6 At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result.
- 5.3.7 If you are not satisfied with the resolution of your Complaint at Level Two you may seek to escalate this to level three, by sending your written appeal to the President of British Society of Haematology at 100 White Lion Street, London, N1 9PF or email President@b-s-h.org.uk within 7 business days of receiving the Stage 2 decision.

5.4 **Level Three Complaints**

- 5.4.1 If the customer is dissatisfied with the Chief Executive Officer decision you may appeal against the decision.

- 5.4.2 You must make that appeal in writing by sending your written appeal to the President of British Society of Haematology at 100 White Lion Street, London, N1 9PF or email President@b-s-h.org.uk within 7 business days of receiving the Stage 2 decision.
- 5.4.3 After receiving a written complaint appeal, the President will review it and may convene an appeal panel of two other trustees.
- 5.4.4 An appeal date will be sent to you making you aware of the day, time, location (in person or virtual) of the appeal meeting.
- 5.4.5 The panel will hear your complaint. The panel will also hear evidence from such other involved in the complaint, and its attempted resolution, as they feel appropriate. You will also be able to question others involved in the complaint and to bring evidence and witnesses forward to the panel.
- 5.4.6 The panel must inform you of its decision of your complaint, with reasons, within 7 business days of the appeal meeting. The decision of the panel is final.

6. Confidentiality & Data Protection

- 6.1 All Complaints, Appeals, evidence, and other information gathered, held, and processed under this Complaints Handling Procedure shall always be treated with the utmost confidence. Such information may be shared with employees and volunteers only to the extent required to resolve the Complaint in question in accordance with this Complaints Handling Procedure.
- 6.2 All personal information collected by The British Society for Haematology (including, but not limited to, Customers' names and contact details) shall only be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and Consumer' Rights Act 2015 thereunder, and our Processing Notice available from our website: [Processing Notice \(b-s-h.org.uk\)](#)

7. Questions & Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact our Head of Operations by post to The British Society for Haematology, 100 White Lion Street, London, N1 9PF, by telephone on 0207 713 0990, or by email at Info@b-s-h.org.uk

8. Policy Responsibility & Review

- 8.1 Overall responsibility for this Complaints Handling Procedure and the implementation thereof lies with the Board.
- 8.2 This Complaints Handling Procedure shall be reviewed annually and shall be updated as required.
- 8.3 This Complaints Handling Procedure was adopted on 3rd of August 2023.
- 8.4 This Complaints Handling Procedure was last reviewed on 23rd of May 2023.