



British Society for Heart Failure Complaints Policy

Purpose

The British Society for Heart Failure (BSH) is committed to providing a high standard of service to its members and stakeholders. This complaints policy is designed to ensure that complaints are addressed promptly, fairly, and efficiently.

Scope

This policy applies to all complaints received by the BSH, whether from members, employees, partners, or the public.

Definition of a Complaint

A complaint is defined as an expression of dissatisfaction with the services, actions, or lack of action by the BSH, where a response or resolution is explicitly or implicitly expected.

Principles

1. Fairness and Impartiality: All complaints will be treated fairly, impartially, and confidentially.
2. Accessibility: The complaints procedure will be accessible and easily understood, and individuals making complaints will not be disadvantaged for raising legitimate concerns.
3. Timeliness: Complaints will be acknowledged promptly, and efforts will be made to resolve them within a reasonable timeframe.
4. Learning and Improvement: The BSH is committed to using feedback from complaints to improve its services and operations.

Procedure

Making a Complaint:

- Complaints can be submitted in writing, via email, or through the BSH website.
- Complaints should include details such as the nature of the complaint, relevant dates, individuals involved, and any supporting documentation.

Acknowledgment:

- Upon receipt of a complaint, the BSH will acknowledge it within 2 working days.
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Registered Office
1 St Andrews Place
London
NW1 4LB

British Society for Heart Failure
Registered Company No: 3767312
Registered Charity No: 1075720

BSH Services Limited
Registered Company No: 12582222

Group VAT No: GB 350 0631 45

Telephone: 020 3606 0798
Email: info@bsh.org.uk

<https://www.bsh.org.uk>



Investigation:

- The complaint will be investigated by an appointed, non-conflicted, individual or committee.
- The complainant may be contacted for additional information if needed.

Resolution:

- The BSH will strive to resolve the complaint within 30 working days, providing a written response to the complainant.

Escalation:

- If the complainant is dissatisfied with the resolution, they may request a review by a higher authority within the organisation.

Feedback and Improvement:

The BSH will use feedback from complaints to identify areas for improvement in its operations and services.

Confidentiality

All complaints will be handled confidentially, and information will be shared only with those directly involved in the investigation and resolution process.

Records

Records of all complaints, investigations, and resolutions will be maintained by the BSH for a period of 2 years.

Review and Revision

This policy will be regularly reviewed and updated to ensure its effectiveness. Any revisions will be communicated to stakeholders as appropriate.

Contact Information:

Complaints should be submitted to administrator@bsh.org.uk or through the BSH official website www.bsh.org.uk



Updated: 12th February 2024

Chairperson: Lisa Anderson

CEO: Lynn Mackay Thomas

It's important to ensure that the policy is easily accessible to all stakeholders and that a process in place for making and resolving complaints.

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