

BSR FEEDBACK AND COMPLAINTS RESOLUTION PROCEDURE

'QUALITY FIRST AND LAST'

OUR COMMITMENT TO YOU

BSR is committed to providing high quality services. Our customers are our members, the public and those agencies and individuals who are connected to the BSR through similar interests, aims and objectives. We are committed to providing our customers with quality services and to continuously improving those services, but we realise that there are times when we don't always succeed, and there are times when we exceed expectations.

If you are unhappy about the services we provide to you we want to hear about it; without your feedback we cannot improve. Equally if there are occasions when you just want to comment on the way the Society does something well then let us know.

HOW THE SYSTEM WORKS

At BSR the Chief Executive acts as our organisation's feedback and complaints co-ordinator, who is responsible for making sure that all feedback and complaints are logged and followed up, and who will monitor points raised to make sure that they are being dealt with.

HOW TO MAKE A COMPLAINT

If you are not happy about a service that you receive it is usually best to let the person who is providing the service know, either by telephone, letter, email, or in person. If you do not know who to contact you can write directly to:

Chief Executive
The British Society for Rheumatology
41 Eagle St
London
WC1R 4TL
Or email to 'feedback@rheumatology.org.uk'

The Chief Executive will log the complaint and make sure that it is assigned to the most appropriate person. You will be sent a letter within ten working days confirming that the complaint has been received.

IF YOU ARE NOT SATISFIED WITH THE OUTCOME

After investigation you will receive a formal response to your complaint and this will normally be within ten working days of the acknowledgement of your complaint. If you are not satisfied with the outcome of the complaint let the Chief Executive know. The complaint will be progressed so that the President can investigate it for you. The

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Files\Content.IE5\W5WJ4TEC\BSR Complaints Procedure[1].doc

President will write to you with the results of their investigation normally within ten working days of any referral.

ACTING ON RESULTS

We will do everything we can to put things right and will review our procedures where necessary to stop the problem happening again

GIVING POSITIVE FEEDBACK

We hope you agree that most of the time we do provide a good quality service. We value feedback from our members and would also like to hear from you about what you think we do well. Our objective is to provide a quality service unparalleled by comparable professional organisations. To do that, we rely on organisational learning directly based on your experiences. If you want to give us feedback then write to the Chief Executive, as above, marking your letter as 'Feedback' or email your feedback to 'feedback@rheumatology.org.uk'.