



BSPED Complaints Policy

Purpose

BSPED is committed to conducting its activities in a professional, fair and transparent manner. We welcome feedback and seek to resolve complaints promptly and appropriately.

This policy sets out how complaints about BSPED and its activities should be raised and handled.

Scope

This policy applies to complaints relating to:

- BSPED activities, events, services, communications or governance;
- The conduct of individuals acting in an official BSPED capacity.

This policy does **not** apply to:

- Complaints concerning NHS services, healthcare providers or healthcare organisations;
- Complaints regarding the clinical care, treatment, professional practice or medical advice provided by BSPED members;
- Employment matters, disciplinary matters or issues subject to separate procedures;
- Anonymous complaints.

Complaints about patient care or the professional practice of a clinician should be directed to the relevant NHS organisation, healthcare provider, employer or regulator.

Making a Complaint

Complaints should be submitted in writing (email bsped@endocrinology.org) to the BSPED Office and include:

- The complainant's name and contact details;
- Details of the complaint;
- Any relevant supporting information.

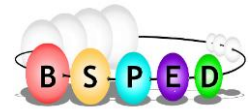
How Complaints Will Be Handled

The BSPED Office will acknowledge receipt of a complaint and refer it to the Executive Committee.

The Executive Committee will review the complaint and determine whether any further action is required. The Executive Committee may seek additional information where necessary.

BSPED reserves the right not to consider, or to discontinue consideration of, complaints that are judged to be vexatious, repetitive, unreasonable, abusive, or disproportionate in nature. This includes complaints that have already been fully considered and responded to by the BSPED. The Executive Committee will nevertheless ensure that any legitimate concerns raised are given appropriate consideration before such a decision is made.

The Executive Committee, via the Secretary, will aim to provide a response within 30 working days. Where this is not possible, the complainant will be informed of the revised timescale.



Irrespective of the outcome of any complaint, the Executive Committee will consider if there is any requirement for wider action and/or statutory reporting to the charity commission, or the Police.

Consideration will also be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

Confidentiality

Complaints will be handled confidentially, and information will only be shared with those involved in considering the complaint.

Where a complaint involves a member of the Executive Committee, that individual will not participate in the consideration of the complaint.

Review

The Executive Committee's decision will normally be final.

This policy will be reviewed by the Executive Committee every five years or sooner if required.

Approved by: BSPED Executive Committee

Date approved: September 2026

Review date: September 2029