

## BOHS Complaints Procedure

### 1. Who can make a complaint?

- 1.1. Any person may make a complaint to the British Occupational Hygiene Society about the general management of services that the Society provides.
- 1.2. A complaint to the Society may be determined to be a matter that is within the remit of a Faculty i.e., activity or decisions related to the profession or against the professional activity of its members or registrants, or a matter that is specific to the conduct of its qualifications operations. In either case, the Society will direct a complainant to follow the specific complaints process relating to those areas of activity.

### 2. Concerns and Complaints

- 2.1. A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.
- 2.2. A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action that requires an investigation and formal response in writing'*.
- 2.3. It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints' procedure. The Society takes concerns and complaints seriously and will make every effort to resolve the matter as quickly as possible.

### 3. Raising a Concern

- 3.1. Concerns can be raised directly with the responsible manager in writing (via electronic means or paper). If you are unsure who the responsible manager is, you may raise your concerns generally via [complaints@bohs.org](mailto:complaints@bohs.org), where they will be referred to the responsible manager, who will seek to address your concerns.
- 3.2. If you are dissatisfied with the response. You may make a formal complaint through the stages outlined within this complaints' procedure.

### 4. Making a Formal Complaint

- 4.1. Complaints must be made directly to [complaints@bohs.org](mailto:complaints@bohs.org) in writing (via electronic means or paper). A complaints form is available to help with speedier processing of complaints. You do not have to use this form, but if you choose not to, you should clearly include all the elements covered in it within a written complaint.
- 4.2. On receipt of a complaint, the complaints team will note the date of receipt of the complaint, allocate a unique complaint number and refer your complaint to the responsible manager to resolve, notifying the BOHS Executive (the BOHS Presidential Trio and the CEO).
- 4.3. The responsible manager will review your complaint and provide a written response within 28 days of receipt of the complaint. If they are unable to meet this deadline, they will write to you to inform you of the delay and provide you with an expected decision date.

- 4.4. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the Society will take to resolve the complaint.
- 4.5. The Society may determine that a complaint does not merit investigation and will provide reasons for not doing so in writing within 28 days of the receipt of a complaint. There is no appeal against such a determination.
- 4.6. Should you remain dissatisfied with the outcome of an investigated complaint, you may appeal the decision(s) made. You may appeal the decision within 28 days of receipt of the decision. The Society reserves the right to refuse any appeal made after this time.

## 5. Appeal

- 5.1. An appeal will be determined by a relevant senior manager or the CEO.
- 5.2. You should include in your appeal details of why you feel the decision is unsatisfactory and provide any further documentation or evidence to support your claim.
- 5.3. On receipt of an appeal, the complaints team will note receipt of the appeal and refer your complaint to the relevant senior manager or the CEO, notifying the Presidential Trio.
- 5.4. The relevant senior manager or CEO will review your appeal and give you a decision normally within 28 days of receipt of the appeal. If they are unable to meet this deadline, they will write to you to inform you of the delay and provide you with an expected decision date. The decision is final except on grounds of maladministration.
- 5.5. The Society may determine that an appeal does not merit investigation and will provide reasons for not doing so in writing within 28 days of the receipt of a complaint. There is no appeal against such a determination.

## 6. Appeal on Grounds of Maladministration

- 6.1. You may appeal against an appeal decision only on grounds of maladministration of the complaint. If you wish to make this appeal, you should appeal in writing via [complaints@bohs.org](mailto:complaints@bohs.org) (via electronic means or paper).
- 6.2. On receipt of an appeal on grounds of maladministration, the complaints team will note receipt of the appeal and refer your complaint to the BOHS Presidential Trio, notifying the CEO.
- 6.3. A member of the Board appointed by the BOHS Executive will review your appeal and give you a decision normally within 60 days of receipt of the appeal. If they are unable to meet this deadline, they will write to you to inform you of the delay and provide you with an expected decision date. The decision is final.
- 6.4. The BOHS Executive may determine that an appeal does not merit investigation and will provide reasons for not doing so in writing within 28 days of the receipt of a complaint. There is no appeal against such a determination.

## 7. General Data Protection Regulations (GDPR)

- 7.1. The information provided will be processed in accordance with data protection principles as set out in the Data Protection Act 2018. Data will be processed only for the purpose of handling this complaint.

## **8. Record Keeping**

- 8.1. The Society shall retain a full and detailed record of your complaint including the outcome and any actions taken to resolve the complaint for a period of six years from the date of which the complaint was received.