



## **BAOS Complaints procedure for courses/study days**

How we handle your complaints, and advice on how to complain about a course/study day run by BAOS

Please provide us with as much detail as you can to help us investigate your complaint.

Tell us:

- What the problem is
- What you want to happen
- Provide information on any relevant communication with us on the subject, e.g. emails/letters, and include the times and dates of any conversations
- Address your complaint to the course organiser and submit this either via email or post to the BAOS office

### **How we treat your complaints**

When we receive a complaint we will immediately refer it to an appropriate staff member (course organiser) who will then carry out an investigation.

We will reply in writing, or by telephone, within 15 working days from when we received your complaint. If it is not possible for us to fully respond to you within this time, we will let you know and tell you what we are doing to deal with your complaint. We will also let you know when you can expect the full reply and from whom.

We will always acknowledge where things could have been done better and tell you what we will do to avoid the same thing happening again. Equally, if we don't agree with your complaint we will let you know why.

### **What to do if you aren't satisfied**

The full reply to your complaint will include the details of who to contact next if you think we haven't dealt with it properly. This will normally be a panel of senior council officials e.g. president, secretary, treasurer.

### **We aim to:**

- Respond to your letter/email of complaint within 15 working days
- Give you a response from the person best placed to answer your questions or provide the advice you need
- Be as polite, clear and helpful as possible
- Encourage you to give us feedback on our service so we can improve it