



Complaints procedure

Do you have a complaint about Society of Occupational Medicine?

There may be times when you feel that the Society has fallen short of our usual high standards of service. If you have a complaint about the Society we will seek to try and resolve the matter with you and, if necessary, put measures in place to stop it happening again. We take all complaints seriously and we treat them as an opportunity to develop. We are always happy to receive comments, feedback and suggestions, and will follow the procedure set out below whenever we receive a complaint.

How can you get in touch?

You can get in touch with us:

By email: nick.pahl@som.org.uk

By post or in person: SOM, 2 St Andrews Place, London, NW1 4LB

Your complaint should be addressed to the chief executive, Nick Pahl.

By phone: 0203 9104531

What to include in your complaint

You should state clearly and briefly:

- What went wrong
- When and where it happened
- Who was involved
- What you want from your complaint
- Your name, address and contact details (telephone and/or email).

How long will it take?

If you complain by email or in writing we will acknowledge your complaint within one week. We will do everything we can to review and respond to all complaints within four weeks. If this is not possible, we will explain why and give a new deadline.

What happens when you complain?

When a complaint is received by the chief executive, it is first logged and acknowledged by the chief executive. Depending on the nature of your complaint, the chief executive may choose to respond personally, or they may refer the complaint on to a trustee who will investigate the complaint and respond.

We will keep in complete confidence all information provided to us in the course of our complaints review process, unless you agree otherwise. Information will only be shared with staff as necessary to the investigation. It may be necessary for staff to contact you for further information during the course of the investigation, so please do remember to include full contact details with your complaint.

We will publish in our annual report the number of complaints considered in that year, and what action we have taken as a result.

You have the right to expect:

- your complaint to be handled promptly and efficiently
- the process to be transparent
- to be treated with respect at all times.

If you are still unhappy

If you are still unhappy with the response then you can write to our trustees at the address given above, who will provide a final decision on the complaint. We hope that we will be able to resolve your complaint in a satisfactory way. However, if you do not feel completely satisfied by our response then you can contact the [Charity Commission](#).

The scope of our complaints process

Although we are happy to receive your feedback we may choose not to respond to complaints that are:

- About something to which we have no connection
- Pursued unreasonably. If we have already responded we will provide information on the next stage of the escalation process but may choose not to reply again.
- Obviously abusive, prejudiced or offensive in their manner
- Incoherent or illegible
- Clearly sent to us and numerous other organisations as part of a bulk mailing or email
- Made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.
- We also appreciate that in certain circumstances a complaint should be stopped if it has become unhelpful to you as the complainant and to us.

Review

This policy is reviewed regularly and updated as required.

Last reviewed 14th May 2020

Nick Pahl