
BSACI Complaints Policy: Resolving Concerns Related to the conduct of BSACI Members.

Effective from: October 2025

Next Review Date: July 2027

A. Introduction and Commitment

1. The British Society for Allergy and Clinical Immunology (BSACI) is committed to maintaining high standards of professionalism, transparency, and accountability across all its activities. We value feedback from members and stakeholders and recognise that constructive complaints can help improve the way we operate.
 2. This policy outlines the process for addressing complaints specifically related to the conduct of individuals serving on BSACI committees, including committee members and Chairs, but this policy can also be applied to any BSACI member. It is intended to support fair, respectful, and timely resolution.
 3. BSACI acknowledges the time, effort, and voluntary commitment contributed by all members specifically those who serve on BSACI committees. We are dedicated to fostering a respectful, supportive, and inclusive environment for all involved.
 4. Where possible, concerns should be raised and resolved informally through direct communication. However, where informal resolution is not possible or appropriate, this policy provides a formal route for complaints to be addressed.
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B. Guiding Principles

- Complaints will be handled confidentially, fairly, and without retaliation.
 - All parties will be treated with respect throughout the process.
 - Investigations will be conducted impartially and with due process.
 - Every effort will be made to resolve matters promptly, with clear communication at each stage.
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C. Making a Complaint

5. Informal Resolution (Recommended First Step)

Where appropriate, concerns should be raised directly with the individual concerned. If the matter involves a committee member, approach the Chair of that committee. If the concern relates to the Chair, raise it with the Honorary Officers via the Chief Executive.

If the complaint concerns the Chief Executive, address it to the President.

6. Formal Complaint Submission

If informal resolution is not possible or appropriate or hasn't resolved the issue, a formal complaint can be submitted in writing to The Chief Executive (or President where appropriate) and must include:

- A clear description of the issue
- The individuals involved
- Steps already taken to resolve the matter (if any)

- The desired outcome or resolution

D. Formal Resolution Process

Stage 1: Initial Assessment

7. The Chief Executive (or President, where appropriate) will acknowledge receipt of the complaint within five working days and convene a discussion with the Honorary Officers within one week.
8. The purpose of this initial review is to:
 - Determine if the issue can be resolved through further informal discussion
 - Appoint a Lead Investigator (an Honorary Officer or Trustee not involved in the complaint)
 - Set a realistic timeline for investigation and resolution
 - Decide who should be notified and involved

Stage 2: Investigation

9. The Lead Investigator will:
 - Contact both the complainant and the respondent(s) within two weeks as to the next steps
 - Speak to relevant staff or committee members, etc.. if needed
 - Consult a second Trustee if further insight is required (not the President who may be required to make final decision in the case of an appeal).
10. All information will be reviewed objectively, and care will be taken to ensure procedural fairness.

Stage 3: Resolution

11. If appropriate, the Lead Investigator may propose a facilitated meeting between both parties to seek resolution. This meeting should be held within two weeks of this decision.
12. A written outcome will be shared with both parties within two working days of a resolution decision.

E. Appeal Process

13. If either party remains dissatisfied with the outcome, they may request an appeal within one week of the decision.
14. The appeal will be handled independently by BSACI Human Resources external Consultant, who will:
 - Review all documentation
 - Speak with both parties and the Lead Investigator
 - Deliver a final decision within two weeks of receiving the request
15. The outcome of the appeal is final and will be communicated within three weeks of lodging the appeal.

F. Post-Resolution Review

16. Within four weeks of the complaint's resolution, the Trustees will conduct a review of the complaint and the process used. The aim is to reflect on lessons learned and implement improvements.

G. Reference and Transparency

This policy draws on best practices from professional societies, including the British Thoracic Society's approach to managing committee-related complaints.

Approval and Version History

- Originally Approved: BSACI AGM 2020

- Last Updated: September 2021
- Reviewed and Updated: October 2025
- Next Scheduled Review: July 2027