



APAGBI

Comments and Complaints procedure for events

This document sets out the Association of Paediatric Anaesthetists of Great Britain and Ireland (APAGBI) policy for handling comments and complaints made about APAGBI events.

APAGBI welcomes feedback of all types. We always welcome positive comments about our events and staff but occasionally, there may be times when you feel we haven't given the high level of service that we continually strive to achieve. Listening to our members allows us to keep doing the things we do well, put wrongs right, and learn lessons to ensure we deliver a high-quality service.

We provide feedback forms at meetings, which we evaluate after every event. However, if you feel you have something else to tell us, we welcome any views you have on our service.

Informal comments or complaints

If you have any comments or complaints about one of our events, we would ideally discuss these informally first. You can discuss these with the Professional Conference Organiser (PCO) or with the APA Organiser of that meeting, either Meetings Secretary, Linkman Co-ordinator or Local Organising Committee member, who will try and deal with the matter as quickly as possible and determine what action, if any, is needed.

If the matter is a complaint and cannot be resolved informally, the formal complaints procedure may be followed.

Formal comments and complaints

A formal comment or complaint should be made in writing, by letter or email. Ideally, it should be addressed within one month of the date it arose.

The comment or complaint should identify:

- The nature of the comment or complaint.
- Who has been involved so far?

- What has/has not been done?
- Why s/he is/is not satisfied with the outcome?
- And if necessary, how s/he would like to see the matter taken forward.

The complaint should be addressed to the Honorary Secretary and sent to the administrative address of the APAGBI:

apagbiadministration@anaesthetists.org

The complaint will be acknowledged within seven working days. This may be a generic email stating that this issue will be dealt with and that a response should be expected in a set number of working days.

The complaint will then be passed to the appropriate PCO or meeting Organiser, who will investigate.

A response will be provided within one month.

Timeline for response

- The Association will always acknowledge a comment or complaint within a maximum of seven working days.
- If there is an issue, it will be investigated. Informal complaints will normally be resolved within a few days.
- Formal complaints are likely to take longer. We expect to respond to a formal complaint within a month of the initial correspondence. If, in exceptional circumstances, the APA cannot meet this deadline, a letter or email will be sent explaining why and will give a new deadline for the response.

Record keeping

A central register of formal comments and complaints will be maintained by the Honorary Secretary, detailing the nature of the correspondence and the outcome.

The register will be reviewed on a periodic basis by the Council.

Documents relating to any complaint will be kept for three years.

It is not the APAGBI policy to deliver refunds for any complaints about an event.