

British Society of Dental Hygiene and Therapy (BSDHT) Complaints Policy

1. Introduction

The BSDHT is committed to providing a high-quality service to its members and external partners and stakeholders. We value feedback and aim to resolve complaints quickly and effectively. This policy outlines the procedure for making a complaint and how we handle complaints to ensure they are addressed in a fair and timely manner.

2. Scope

This policy applies to:

- Members of the BSDHT
- External stakeholders and partners

3. Definition of a Complaint

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of the BSDHT's services, activities, or conduct.

4. How to Make a Complaint

Complaints can be made in the following ways:

- **In Writing:** Address your complaint to the current President of BSDHT at the registered office below.
- **Email:** Send your complaint to president@bsdht.org.uk
- **Telephone:** Call the BSDHT office at 01788 575050 to speak with a staff member who can guide you through the complaints process.

5. Information Required

To ensure your complaint is handled efficiently, please provide:

- Your full name and contact details
- Details of the complaint, including relevant dates, times, and names of individuals involved
- Any supporting evidence or documents
- What you would like to see as a resolution

6. Complaints Handling Procedure

Step 1: Acknowledgement

- We will acknowledge receipt of your complaint within 5 working days.

Step 2: Investigation

- The complaint will be investigated by the Directors. This process may involve:
 - Reviewing documents and records
 - Consulting and interviewing individuals involved
 - Consulting relevant policies and guidelines

Step 3: Response

- A written response will be provided within 20 working days of acknowledging the complaint.
- This response will include:
 - A summary of the investigation findings
 - Any actions we have taken or propose to take
 - Options for further steps if you are not satisfied with the response

Step 4: Appeal

- If you are not satisfied with the response, you may request an appeal within 10 working days of receiving our response. The appeal will be reviewed someone not involved in the original investigation.
- A final decision will be communicated within 20 working days of receiving the appeal request.

7. Confidentiality

All complaints will be handled confidentially and information will only be shared with those involved in the investigation and resolution of the complaint.

8. Monitoring and Review

The BSDHT will keep a record of all complaints and their outcomes. Complaints will be reviewed regularly to identify any patterns or areas for improvement. This policy will be reviewed annually to ensure its effectiveness.