G2 Comments, Compliments, and Complaints Policy

British Thoracic Oncology Group (“BTOG”) makes every effort to provide a high standard of service in the delivery of its aims and objectives and its staff, trustees, steering committee, associates and agents always conduct themselves professionally. We continuously try to improve our services and we value any feedback that will help us to do this. BTOG will review all comments, feedback and complaints.

Compliments and Comments:
If you are happy with BTOG or have any comments, BTOG would love to hear from you. There are couple of ways you can do this: either speak to one of the staff, trustees or steering committee or email or write to us. A full list of the trustees and steering committee can be found at www.btog.org.

Complaints:
BTOG also wants to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will act when appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that BTOG may publish the replies given to any queries raised but will respect the confidentiality of the individuals concerned.

How to make a complaint: The first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of one of the staff, trustees, steering committee, associates or agents. They will try to resolve your concerns immediately.

If you cannot or do not wish to make a complaint in person, you have the option of emailing, writing or telephoning us. Please include the following details – this will help us to effectively and quickly investigate your complaint. The specific area, service or resource to which the complaint applies; your name and contact details: this is essential as we will not investigate anonymous complaints; outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue; and please let us know if you have already reported the complaint, and if any action was taken previously. Please note that we always endeavour to treat our stakeholders with respect, and we expect the same standard of behaviour in return.

What we promise to do to help resolve your complaint:
Your complaint will be dealt with in a professional and confidential manner. Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:
We will acknowledge any e-mailed complaints within 5 working days of receipt. Postal correspondence will receive an acknowledgement within 5 working days. Wherever possible you will receive a full response to your written complaint within 10 working days or alternatively you will be informed of the approximate timeline for a response.

Contact details:
Dawn Mckinley – BTOG Senior Executive Officer  E-mail: info@btog.org  Telephone: 0116 2965230
Dr Sanjay Popat – BTOG Steering Committee Chair  Email: Sanjay.popat@rmh.nhs.uk
Mr John Edwards – BTOG Board of Trustees Chair  Email: john.edwards@sth.nhs.uk

BTOG is a registered charity (charity number 1166012). Where your concerns relate to dishonest handling or misapplication of charitable funds, actions that contravene BTOG’s trust deed or charity law or actions that threaten to bring BTOG into disrepute you can write to the Charity Commission, PO Box 1227, Liverpool L69 3UG or http://forms.charitycommission.gov.uk/raising-concerns/.