

BASHH Complaints Policy

1. Purpose

British Association for Sexual Health and HIV (BASHH) is committed to providing the highest standards of service to our members, partners, and the public. We take complaints seriously and view them as an opportunity to learn and improve. This policy outlines how complaints will be received, investigated, and resolved fairly and transparently.

2. Scope

This policy applies to:

- BASHH members;
- Other stakeholders engaged with the charity including members of the public in so far as they have a legitimate interest in the work of BASHH;
- Customers, including organisations purchasing products or providing sponsorship.

It covers complaints about:

- Our services or operations;
- Behaviour of our staff, volunteers, or representatives;
- Other stakeholders engaged with the charity including a third party performing duties on behalf of BASHH, such as a lay representative or a contractor/supplier;
- Governance, transparency, or conduct of the organisation.

This policy does not apply to:

- Complaints that relate to the conduct of BASHH members whilst delivering work not directly associated with BASHH activity or when not representing BASHH;
- Clinical complaints about individual healthcare professionals (should be directed to the appropriate regulatory body, e.g. the General Medical Council or the Nursing and Midwifery Council).
- BASHH staff who wish to make a complaint and should refer to BASHH staff disciplinary and grievance policies.

3. How to Make a Complaint

We encourage complaints to be made in writing so they can be properly documented and investigated.

To make a complaint:

Email: ceo@bashh.net

Please include:

- Your name and contact details;
- A clear description of the complaint;
- Relevant dates or individuals involved;
- Any supporting evidence.

We will endeavour to acknowledge receipt of your complaint within **5 working days** (please note that in circumstances where a complaint is received while staff are on leave this may not be possible).

4. Investigating Complaints

Complaints will be received by the **Chief Executive Officer (CEO)**. They will appoint a member of the Board of Trustees who will:

- Conduct a fair and impartial investigation;
- Work with the CEO to respond within **20 working days**, or provide updates if further time is needed;
- Maintain confidentiality as far as possible.

If a complaint requires more time or further clarification, we will inform you accordingly.

5. If the Complaint Is About the CEO

If your complaint relates to the conduct or decisions of the CEO, please direct your complaint to the **Chair of Trustees**:

Email: president@bashh.net

The Chair (or a designated trustee) will lead the investigation, ensuring that the process remains fair and impartial. The response time will follow the same timeline as above.

6. Appeals Process

If you are not satisfied with the outcome of your complaint, you may appeal in writing within **10 working days** of the decision. The appeal will be reviewed by a panel of at least two trustees not previously involved.

A final written decision will be provided within **15 working days** of receipt of your appeal.

7. Confidentiality

We treat all complaints and personal data with the utmost confidentiality.

- Complaint details will only be shared with those directly involved in investigating or resolving the matter.
- We comply fully with data protection laws, including the UK GDPR and Data Protection Act 2018.
- Information will be stored securely and retained only for as long as necessary.

We will not disclose your identity without your consent, unless legally required to do so (e.g. where safeguarding or serious misconduct is involved). In some cases, it may not be possible to preserve complete anonymity due to the identifiable nature of the circumstances. In such

cases, we will take all reasonable steps to limit disclosure and protect the privacy of those involved.

8. Learning and Accountability

All complaints are logged and reviewed periodically by senior leadership and the Board of Trustees to:

- Identify recurring issues;
- Improve systems, policies, and member services;
- Strengthen accountability and transparency.

An anonymised summary of complaints and outcomes may be shared with trustees to support this process.

8. External Recourse

If you remain dissatisfied, you may contact the relevant regulator:

Charity Commission (England and Wales):

<https://www.gov.uk/complain-about-charity>

Date of Policy: June 2025

Review Due: June 2027