

Guidelines for Responding to BACCN Membership Complaints & Concerns

This document sets out to provide BACCN Board members, BACCN members and BACCN Administration standardised guidelines on the type of response and timescales for dealing with BACCN membership concerns and complaints.

General Issues

General day-to-day enquiries and concerns through emails, letters, and telephone calls are received and responded to immediately by BACCN Administration.

If a BACCN member is not satisfied with the response received by the BACCN administration they must be advised to confirm their complaint or concern in writing to baccn@baccn.org. The member should be requested to provide background details e.g. name, membership number, address, email address and full details of their concern/complaint. A record of the communication will be made in Filemaker with the date it was received.

All complaints and concerns received should be dealt with as quickly as possible. The timescales are set out in the accompanying flow sheet. Members must be provided with anticipated timescales for respond to their concern/complaint.

An objective of one calendar month should be the response period from the date a concern/complaint is received in writing to the written response from the National membership Secretary (or designated deputy). In unusual or complex circumstances this period may be extended and the member will be informed of reasons for the delay and anticipated time period for response.

Membership Refunds

Membership refunds are generally not issued if a member asks for a refund after their subscription fees have been taken. Members should notify BACCN administration in advance of their annual fees being taken if they wish to cancel membership. Cancellations should be confirmed in writing to baccn@baccn.org. If a BACCN member provided written confirmation of their intention to cancel membership prior to the annual fees taken, a refund will be given.

New members will have 21 days from the date of joining to cancel their membership. If cancellation of the new membership is received in writing to baccn@baccn.org within 21 days of the application date, a refund will be given.

Process for Responding to BACCN Membership Complaints and Concerns

The process and timescales for responding to concerns/complaints is set out below. The member must be kept up to date with anticipated timescale for each response stage.

