

Feedback and complaints procedure

This document sets out the Association of Anaesthetists' policy for handling feedback and complaints.

The Association of Anaesthetists (the Association) welcomes feedback of all types. We always welcome positive comments about the quality of our services, but occasionally there may be times when you feel we have not 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, improve on where we may have not got it quite right, and learn lessons to ensure we continuously deliver a high-quality service.

Informal feedback or complaints

If you have any feedback about one of our services, which could include positive comments, or concerns/considerations for improvement, we would ideally like to discuss these with you on an informal basis first. You can discuss these with the manager of that area of service delivery who will deal with the matter as quickly as possible and determine what action, if any, is needed. Please email the Governance team via secretariat@anaesthetists.org who will direct you to the relevant manager.

Any positive feedback received will be directed to members of staff, or teams as appropriate, and they will be thanked for their valuable contribution.

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

Formal feedback or complaints

If the complaint cannot be resolved informally, formal complaints or feedback should be made in writing to the Governance team via secretariat@anaesthetists.org within one month of the date it arose.

Your feedback or complaint will be acknowledged within three working days by a member of staff. This will be an email stating that the issue reported will be dealt with and a response expected in a set number of working days.

Your feedback or complaint should identify:

- The nature of the comment or complaint
- Who has been involved so far
- What the suggested resolution has been, or outcome reached
- If you are not satisfied with the outcome, why not?
- If necessary, how would you like to see the matter taken forward?

Each complaint will be handled individually based on the information received and will be resolved accordingly. We may request additional information to assist with our investigation of the matter. All complaint information will be handled sensitively. We will only inform those who need to know, and we will record your complaint confidentially.

It is not the Association of Anaesthetists' policy to deliver refunds or offer any form of compensation for any complaints.



Association of Anaesthetists

Timeline for response

Stage one

All complaints raised will be investigated. Informal complaints will normally be dealt with within five working days.

Stage two

If the complaint cannot be resolved informally and is escalated, it is likely to take longer as it may require investigation. We expect to offer a resolution within one month of the initial correspondence. If, in exceptional circumstances, the Association cannot meet the deadline, a communication will be sent explaining the reason and will give a new deadline for the response.

Stage three

If you feel your complaint or feedback has not been resolved to your satisfaction, it is possible to escalate it to the relevant person within the Senior Management Team.

All escalated complaints will be acknowledged within three working days, and a response will be prepared within a month of receiving the escalated complaint.

Record keeping

Feedback and/or complaints will be kept as confidential and held securely in a central register in line with GDPR requirements. The central register will be maintained by the Governance team detailing the nature of the correspondence and the outcome. The register will be reviewed on a periodic basis. Documents relating to any complaint will be kept for 3 years.

Contact details

Formal complaints can be sent to the Governance team via secretariat@anaesthetists.org or to 21 Portland Place, London W1B 1PY.