Association of Anaesthetists
Great Britain & Ireland

Feedback and complaints policy

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.

Reviewed: July 2026

Next review: July 2028

Association of Anaesthetists
Great Britain & Ireland

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 Leadership 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.

Data protection complaints

This section sets out how the Association receives, records, investigates and resolves data protection complaints as required under the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

A data protection complaint can be made if an individual considers that the Association, as data controller, has infringed data protection legislation because of the way your personal information has been handled. This could include complaints around the security measures used to store information e.g. if you have been affected by a data breach, or how the Association has collected or used your personal information e.g. where it has been stored, how long it has been kept for or its accuracy.

Information on how we handle your personal data is set out in our privacy policy.

How to make a data protection complaint to us

You can submit a data protection complaint to us using any of the following methods:

- Email secretariat@anaesthetists.org
- By post to 21 Portland Place, London W1B 1PY

We will take appropriate steps to respond to data protection complaints that we receive from any other channels, including via social media. Where we identify a complaint against the Association on social media, we will take steps to respond in line with this policy. However as social media is not usually a secure way of providing information, we will ask the individual making the complaint for an alternative contact method that we can use to respond to them.

Responding to your complaint

We will acknowledge receipt of your data protection complaint no later than 30 days from receiving it.

If we have been unable to verify your identity, we may need to ask you for proof of ID before we respond to your complaint.

We will take appropriate steps to respond to your complaint without undue delay, including making enquiries into the complaint and keeping you informed about the progress of our investigation and timescales for the next update or outcome.

Reviewed: July 2026

Next review: July 2028

We may need to contact you to request further information to assist with our investigation. It may take us longer to investigate and resolve complaints which are complex, serious or which relate to multiple data protection issues.

Following our investigation, we will inform you of the outcome of your complaint without undue delay. We will explain our findings, whether the complaint is upheld (in whole or in part), any action taken or proposed, and, where no action is taken, the reasons for that decision.

If you are dissatisfied with the outcome, you can contact the Chief Executive Officer to request a review of the original decision. Where practicable, any internal review will be carried out by a person who was not primarily responsible for the original response.

Complaints about data processors

Where we receive a complaint that relates to the processing of personal data by our service providers, we will ask them to provide us with information relevant to the complaint without undue delay and in line with our contractual terms with the service provider.

Training

We will provide training for all staff on recognising a data protection complaint and what to do if they receive one, including where to direct a complaint within the Association.

Complaints to the Information Commissioner's Office (ICO)

You have the right to make a data protection complaint at any time to the ICO:

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk

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.

Reviewed: July 2026

Next review: July 2028