



## Complaints Policy Statement

Charities are independent organisations run by trustees. Occasionally people have cause to complain about charities and look to the Charity Commission (the Commission) as the regulator for charities in England and Wales to take up their complaints. This, however, is a last resort and it is recommended that the British Association for Parenteral and Enteral Nutrition (BAPEN) should have a structured policy in place.

Types of complaints and disagreements that could arise:

1. Complaints regarding the Data Protection Act – see also separate privacy and data protection policies.
2. Complaints to BAPEN, regarding:
  - A service that BAPEN has provided, including conferences and events; guidelines, position statements or other professional advice; and membership
  - A decision made by BAPEN trustees, Executive, Council, BAPEN Standing Committees or Special Interest Group
  - A dispute between BAPEN and suppliers of goods and services, including the BAPEN Secretariat
  - A dispute between BAPEN and a sponsor(s), e.g., pharma company regarding communications and publications.
3. Complaints regarding the BAPEN Secretariat.

### 1. Complaint regarding the GDPR

- 1.1. Under the latest GDPR Regulations BAPEN are not able to share any personal data held on record to any third parties without expressed permission.
- 1.2. An individual may complain to BAPEN about how it is handling their personal data if BAPEN:
  - has not properly responded to the individual's request for their personal data;
  - is not keeping information secure;
  - holds inaccurate information about an individual;
  - has disclosed information about an individual;
  - is keeping information for longer than is necessary;
  - has collected information for one reason and is using it for something else; or
  - has not upheld an individual's data protection rights.
- 1.3. An Officer or member of the Executive committee will review the complaint and BAPEN will respond within one month. If this is not possible, BAPEN will advise in writing how long the review process will take.
- 1.4. Once BAPEN has reviewed the complaint and made its decision, it will communicate the result of the review in writing.

- 1.5. If the complainant is dissatisfied with BAPEN's decision, they can contact the Information Commissioner's Office (ICO), which is the independent statutory body that regulates the operation of the Data Protection Act.

## **2. Complaint regarding a service that BAPEN has provided; decision made by BAPEN; and any disputes with members, suppliers, or pharma industry, etc.**

This could include decisions made by BAPEN trustees, Executive, Council, Standing Committees, Special Interest Groups and Secretariat. BAPEN is committed to deliver the best service possible to its members, conference delegates and other organisations with whom it engages.

- 2.1. Complaints about something provided by BAPEN;
- 2.2. Complaints from individuals who feel they have not received a service that BAPEN said it would provide;
- 2.3. Complaints about the standard of service experienced;
- 2.4. Dissatisfaction with a course of action that BAPEN has taken;
- 2.5. Dissatisfaction as a result of a situation that has arisen from a BAPEN service.

## **3. Standard procedure following a complaint from anyone to BAPEN**

- 3.1. BAPEN will ensure that the complaint is treated seriously and confidentially and handled fairly without bias or discrimination.
- 3.2. Complaints should be received by BAPEN within 28 working days of the incident in writing.
- 3.3. Receipt of complaint will be acknowledged within five working days.
- 3.4. Complaint will be forwarded to the BAPEN Executive, Trustees, Council, Standing Committee or Special Interest Group as appropriate.
- 3.5. If the complaint is to and about the Board of Trustees, then the Chair of Trustees will be excluded from hearing or reviewing the complaint at this stage.
- 3.6. Complaint will be reviewed and BAPEN will aim to respond within 28 working days to give the conclusions of their review, reasons for their decision and recommendations for any rectification or changes in procedures.
- 3.7. If the complainant is not satisfied with the outcome of the first review, they will have a further 28 working days to ask for the complaint to be reviewed again by the Trustees, who would review and make any recommendations and, if necessary, forward to the Executive Committee. If the complaint was to and about the Trustees, the Chair of Trustees who was initially excluded will conduct this second review.

## **4. Standard procedure following a complaint from anyone about the Secretariat**

- 4.1. BAPEN will ensure that the complaint is treated seriously and confidentially and handled fairly without bias or discrimination.
- 4.2. Complaints should be received by BAPEN within 28 working days of the incident in writing.
- 4.3. Receipt of complaint will be acknowledged within five working days.
- 4.4. Complaints will be forwarded to the relevant BAPEN person, as appropriate:
  - Membership: BAPEN Honorary Secretary
  - Finances: BAPEN Honorary Treasurer
  - Conference or events: Chair of Programmes
  - Other BAPEN work: chair of relevant Standing committee or Special Interest Group
- 4.5. Complaints will be reviewed and BAPEN will aim to respond within 28 working days with the conclusions of their review, the reasons for their decision and recommendations for any rectification or changes in procedures.

Date of Policy: April 2025  
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