

## **Feedback and Complaints - Policy and Procedure**

The British Society of Criminology is committed to providing a good service for our members and working in an open and accountable way that builds the trust and respect of all our stakeholders.

We recognize that one of the ways in which we can continue to improve is by listening and responding to the views of our members and other interested parties,

We therefore welcome comments and feedback at all times.

We recognize that sometimes the feedback will not be positive. We aim then to respond positively to complaints, and put mistakes right.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible – no special form to fill in;
- we treat a complaint as a clear expression of dissatisfaction with our activities which calls for response;
- we investigate and respond as promptly as possible given that many of our people are volunteers;
- any complaint concerning the activity of a Network or committee will be passed to the chair of that committee unless it is the chair of the committee that is complained of, in which case the complaint will be referred to the President or more usually the Vice President of the Society;
- we respond with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service – including our response to complaints.

If a complainant is not satisfied by the initial response from the relevant committee or network, the matter will be referred to the next meeting of the Executive Committee for discussion. The decision of the EC will be final and no further correspondence will be entered into on that matter.

Should a complaint be of a nature that a member's continued membership of the Society is in question the provisions of Article 9 of the BSC Constitution may be followed.

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure confidentiality where this is requested. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

If you have a comment about any aspect of BSC work please write to us at [info@britsoccrim.org](mailto:info@britsoccrim.org) You can also write to any of the Executive Committee but we would prefer you to write to our office email in the first instance as it enables us to monitor comments and responses.

If you have a more serious complaint regarding member services or other aspects of work undertaken or published by the Society, please write to the Chief Executive Dr Charlotte Harris at [charlotte.harris@britsoccrim.org](mailto:charlotte.harris@britsoccrim.org) or the President Professor Sandra Walklate [S.L.Walklate@liverpool.ac.uk](mailto:S.L.Walklate@liverpool.ac.uk)

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