

## **British Sarcoma Group (BSG) – Complaints Policy**

The British Sarcoma Group (BSG) is committed to maintaining high standards in all its activities and to working openly and respectfully with members, partners, and the wider sarcoma community. We recognise the value of feedback and take all complaints seriously as opportunities to improve our work.

### **1. Making a Complaint**

Anyone wishing to raise a concern about BSG’s activities, decisions, or the behaviour of individuals acting on behalf of BSG may do so in writing by contacting the BSG Secretariat. Complaints should include:

The name and contact details of the complainant

A clear description of the issue

Any relevant dates or supporting information

### **2. How Complaints Are Handled**

Complaints will be acknowledged within 10 working days.

They will be reviewed by an appropriate BSG officer or committee member not directly involved in the matter.

All investigations will be conducted fairly, proportionately, and in confidence.

The complainant will be informed of the outcome and any actions taken.

### **3. Outcomes and Resolution**

If a complaint is upheld, BSG may take steps such as: offering clarification, issuing an apology, implementing improvements, or taking further action as required.

#### **4. Appeals**

If the complainant is dissatisfied with the response, they may request an appeal, which will be reviewed by the BSG Chair or a nominated independent reviewer. The outcome of this review will be final.