



Symposium Mammographicum (the Charity) Complaints Procedure

If you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase user satisfaction;
- To use complaints constructively in the planning and improvement of all services.

All complaint information will be handled sensitively, confidentially and following any relevant data protection requirements.

Who can complain?

Anyone who is dissatisfied, whether justified or not, about any aspect of the Charity, including:

- donors;
- delegates booked to attend / attending one of our conferences;
- exhibitors contracting to exhibit / attending one of our conferences;
- sponsors contracting to sponsor / attending one of our conferences;
- applicants / recipients of a Symposium Mammographicum Bursary / Award; and
- any other person or organisation with an interest in the Charity and its activities.

How to complain

Symposium Mammographicum would like to resolve any complaint as soon as possible.

The Charity is regulated by the Charity Commission. Overall responsibility for this complaints procedure and its implementation lies with the Board of Trustees of the Charity.

Many complaints can be resolved informally. In the first instance, please contact the Company Secretary at Symposium Mammographicum by email / phone

andrew@sympmamm.org.uk

tel 020 8362 1556 / mobile 07709 714669

If a solution is offered at this point, please make a note of this as well. However, confirmation of the solution will be made in writing (letter or email).

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

Chair of Trustees (marked private and confidential)

c/o Symposium Mammographicum

20 Heene Road

Enfield

EN2 0QG

Email andrew@sympmamm.org.uk

Tel 020 8362 1556

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days and the complaint will be forwarded to the Chair of Trustees. You may be contacted to make sure that we have understood your complaint properly. The Chair of Trustees may delegate the investigation of the complaint to a suitably qualified Trustee. You may be contacted by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if your complaint concerns the company secretary and / or a Trustee such concerns an internal procedure will apply. You will be informed that an internal procedure have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

If the complaint concerns allegations of fraud or cyber-crime, The Trustees will also notify the Charity Commission.

Can you take your complaint elsewhere?

Yes. You can contact the Charity Commission for England and Wales at any stage.

Charity Commission,
PO Box 211,
Bootle,
L20 7VX,
United Kingdom
Tel 0300 066 9197

Or via the internet: <https://www.gov.uk/complain-about-charity>

If a complaint relates to the use of the complainant's personal information by the Charity the complainant may complain to the Information Commissioners Office (ICO).]

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number