



British Cardiovascular Society

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Complaints Policy

Our team is committed to providing a high quality, accessible and responsive service. However, we recognise that there may be times when you feel that you have not received the standard of service you expect from the BCS.

This policy outlines the procedure you should follow to submit a complaint about the BCS service. The purpose of this policy is to allow the BCS the opportunity to deal with your concerns and use your complaint as a learning opportunity. Only by learning from our mistakes can we continue to improve our service to you.

Complaints Process

Complaints about our service should be directed to BCS executive PA. You should submit your concerns in writing and you should cover the following areas in your email:

- Your name and contact details;
- Information about your concerns or complaint;
- How the BCS can put things right.

Your complaint should be emailed to executivepa@bcs.com

After you have submitted your complaint

Once your complaint has been received, it will be acknowledged and we may ask for any extra information to resolve your concerns in a timely manner. In our initial acknowledgement we will give you a timeframe in which we will respond to your complaint. We will endeavour to respond to all complaints within 10 working days of receipt. If we cannot respond in this timeframe or we need further information we will write to you and let you know.

Complaints Resolution

We will respond in writing to all complaints and outline the steps we have taken to resolve your concerns. If the outcome of our investigation into your complaint does not satisfy you, we will offer you the right to have the matter reconsidered by a senior member of staff.

'Promoting excellence in cardiovascular care'

Affiliated Societies

Arrhythmia Alliance (A-A)
Association for Inherited Cardiac Conditions (AICC)
British and Irish Hypertension Society (BIHS)
British Association for Cardiovascular Prevention and Rehabilitation (BACPR)
British Association for Nursing in Cardiovascular Care (BANCC)
British Atherosclerosis Society (BAS)

British Cardio-Oncology Society (BCOS)
British Cardiovascular Intervention Society (BCIS)
British Congenital Cardiac Association (BCCA)
British Heart Rhythm Society (BHRS)
British Heart Valve Society (BHVS)
British Junior Cardiologists' Association (BJCA)
British Nuclear Cardiology Society (BNCS)

British Society for Cardiovascular Imaging (BSCI)
British Society for Cardiovascular Research (BSCR)
British Society for Heart Failure (BSH)
British Society of Cardiovascular Magnetic Resonance (BSCMR)
British Society of Echocardiography (BSE)
Cardiovascular Care Partnership (UK) (CCPUK)
Society for Cardiological Science and Technology (SCST)