



## BAUS complaints, compliments and suggestions

At BAUS, we are committed to providing high-quality services, events and educational offerings for our members and stakeholders. We value feedback of all kinds as an important opportunity to learn, improve, and ensure we continue to meet the needs of the urological community.

This page explains how you can make a complaint, share a compliment, or submit a suggestion.

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### **Making a complaint**

We take complaints seriously and aim to deal with them fairly, transparently, and promptly.

A complaint is an expression of dissatisfaction about:

- Our services, events, courses, or educational offerings;
- How we have acted (or failed to act);
- The behaviour of BAUS staff, contractors, or representatives.

### **How to submit a complaint**

Please contact us by email at [admin@baus.org.uk](mailto:admin@baus.org.uk) and include your name and contact details; a clear description of your complaint; any relevant dates; correspondence or reference numbers; and, where appropriate, the outcome you are seeking.

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### **What happens next?**

- We will acknowledge your complaint within 5 working days;
- Your complaint will be reviewed by an appropriate senior member of staff who was not directly involved in the issue;
- We aim to provide a full response within 20 working days;
- If more time is needed, we will keep you informed.

If you are not satisfied with the outcome, you may request that your complaint is reviewed by a by the CEO, or if escalated this will be reviewed by Trustees.

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### **Confidentiality and data protection**

All complaints are handled confidentially and in line with data protection legislation.

Information will only be shared with those who need to see it to investigate and respond appropriately.

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### **Compliments**

We are always pleased to hear when things go well. If you would like to share a compliment about a BAUS event or course, a member of staff or volunteer, or our communications or services, please email [admin@baus.org.uk](mailto:admin@baus.org.uk). Your feedback will be shared with the relevant teams.

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### **Suggestions and feedback**

We welcome suggestions on how we can improve our services, systems, and communications, and encourage you to share any ideas or recommendations by emailing [admin@baus.org.uk](mailto:admin@baus.org.uk).

Feedback is reviewed regularly and used to inform service improvements and future planning.

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### **Our commitment**

BAUS is committed to treating all feedback respectfully and seriously, learning from complaints and feedback, and using insights to improve our services and governance, while ensuring our processes are fair, proportionate, and accessible.

Thank you for taking the time to share your views with us.