

# RCS Feedback Document

Version 3 – September 2017

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The Royal College of Surgeons (RCS) strives to provide an excellent service to members, customers, delegates and partners. The collective term for these groups is customers. One of the ways in which we can improve our service is by listening to, collating, logging and responding to all forms of feedback. RCS recognises that complaints are an important form of feedback, from which valuable lessons may be learned.

RCS aims to resolve complaints quickly and informally. This complaints policy relates to matters of administration or business processes, rather than strategy or policy decisions.

For strategy or policy decisions, questions please use the following email address [communications@rcseng.ac.uk](mailto:communications@rcseng.ac.uk)

Complaints can be made either by email, writing or over the phone to:

Head of Support  
Royal College of Surgeons  
35-43 Lincolns Inn Fields  
London  
WC2A 3PE  
Email: [feedback@rcseng.ac.uk](mailto:feedback@rcseng.ac.uk)

## What happens next?

If we have been unable to resolve the complaint quickly and informally, the complaint will be acknowledged in writing

Any complaint that has not been resolved within five working days will be acknowledged in writing. We aim to resolve such complaints within 15 working days.

We will ensure that the customer knows what is happening and why during investigation of the issues raised.

All formal complaints will be referred to the Head of Support for investigation, who will assign them to the appropriate senior lead\*.

The senior Lead will conduct an investigation and the outcome will be shared with the customer within 15 working days. If more time is required to ensure a thorough investigation, the customer will be kept informed.

If the customer feels the response does not resolve the issues raised, the complaint will be referred to the Director of Engagement or Executive Director of External Affairs the RCS for review.. The customer will be informed of the outcome in writing, normally within 15 working days.

\* Senior lead is a senior member of staff at RCS assigned to deal with the complaint

- Should the Director of Engagement be named in the complaint, the Executive Director of External Affairs will carry out further review
- Should the Executive Director of External Affairs be named in the complaint, the Chief Executive will carry out further review.
- Should the Chief Executive be named in the complaint, the President will determine how the complaint should be handled. This will depend on the nature of the complaint.

Where the customer remains dissatisfied, they may refer the complaint to the external reviewer.

### Complaint period

RCS commits to review all complaints received within a 12-month period of the date of the original incident. Exceptionally, complaints will be accepted after this time if the complainant can show a valid reason for the delay in submitting the complaint.

All complaints will be collated and logged by the Support Team. An annual summary report on complaints received, and how they have been dealt with, is included in our annual report.

### Vexatious Correspondences/Communications

RCS recognises that complaints are an important source of feedback for organisational learning and improvement. Consistent with many public and charitable organisations, RCS also recognises that a very small minority of customers may choose to persist unreasonably with inappropriate correspondence addressed to RCS, perhaps with the intention to cause anxiety or harm rather than to genuinely to resolve an issue or concern.

This may involve making serial complaints about different matters, or continuing to raise the same or similar matters over and over again. Such correspondence is regarded as vexatious.

If their persistence adversely causes disruption to enable us provide a service to all other members, we may need to restrict contact with the RCS offices.

## Comments and compliments

Your views are important to us and will enable RCS to:

- provide a high standard of service to our members and customers
- continually improve the services we offer
- know when we 'get it right' as this helps us to maintain our standards.

If you have a general comment about RCS or its work, feel dissatisfied with the service you have received, want to offer us advice on how to improve our services or simply want to say 'well done'; please also contact the Head of Support at:

Head of Support  
Royal College of Surgeons  
35-43 Lincolns Inn Fields  
London  
WC2A 3PE  
Email: [feedback@rcseng.ac.uk](mailto:feedback@rcseng.ac.uk)