



BOS | **THE UNION FOR
BRITISH ORTHOPTISTS**

Complaints and Appeals Procedure

BOSTU is one of the UK's professional unions in Great Britain and is organised from a central structure for national negotiations and policy development and into a further 6 areas to provide local support and networking opportunities (England South, England North, England Midlands & East, Scotland, Wales and Northern Ireland). BOSTU is a progressive organisation working to reflect and represent members' views and provide the best possible service and support using a mix of in-house, volunteer and subcontracted resources.

The aims of the union as stated in the BOSTU Rules are:

- to act in the best interests of Members by representing them at local and national level in their relations with employers and otherwise;
- to train and promote the training of representatives of Members;
- to promote knowledge and understanding of issues affecting Members by all means, including through affiliation and cooperation with other trade unions and other relevant organisations, and to diffuse such knowledge and understanding among Members;
- to conduct and publish the useful results of research into issues affecting Members;
- to promote health, safety and welfare at work by all means for the benefit of Members;
- to do all such other lawful things as may further the best interests of Members in their employment.

BOSTU aims to provide high quality support and advice to all of its members at all times. Sometimes there is a need to clarify what service members should expect and what the process is for making a complaint and any subsequent appeal.

Service levels and qualification for support

Members should seek advice in the first instance from their local BOSTU representative. If this person is unable to assist, or if there is no local BOSTU rep in place, then they should contact the Lead regional Officer who will redirect their query to another local representative or forward on to the Regional Executive Board member. If the member has no response from the above parties in 5 working days or if urgent telephone the BIOS office who will direct them to the most appropriate resource. This could be the General Secretary or subcontracted employment relations service provider

All requests for service/support via the BIOS office will be acknowledged within 48 hours and information given as to how the support will be sourced as quickly as possible. The member must have been a paid-up BIOS member for at least 1 month leading up to the matter and up to date with payments to qualify for advice and assistance from BOSTU resources.

Complaints process

This procedure is intended to ensure that members are aware that the union takes any feedback about service levels seriously and will respond to any complaints quickly and in a courteous and efficient way. The union learns from complaints and where found to be justified, BOSTU will take appropriate measures.

Stage 1 - Informal Potential complaints may be resolved readily and quickly by discussing the complaint with the General Secretary or the SLA provider.

Complaints at stage one may be made either orally or in writing or both. In most cases, complaints can be settled at this stage amicably and without any further escalation.

Stage 2 – Formal This stage involves a formal complaint to the BIOS office using the attached form (Appendix 1). The complainant will receive an acknowledgement to their email registered with BIOS within seven working days.

The member will be kept advised of the progress of the investigation and any reasons for delay. To aid the investigation, it is beneficial if the complainant clearly states what they wish BOSTU to do

and the outcome being sought. An appointed BOSTU Executive Board member will respond in writing with a decision/suggested resolution within 2 months of the date of receipt of the form.

Stage 3 - Appeals process If the Member remains dissatisfied, they can appeal within 28 days of the Stage 2 process concluding. The BOSTU General Secretary will oversee the appeal. They will review the complaint and subsequent investigation and judge whether the appeal is justified and they will advise the member of the action, if any, that may be taken within two months of the appeal being made. This is the last redress for a member and any decision taken is binding and final at this stage in the process.

APPENDIX 1 - BOSTU COMPLAINTS FORM

Name of complainant:

BIOS/BOSTU Membership Number:

Nature of complaint:

(Please give a brief overview with dates and whether an informal resolution has been sought)

Expected resolution:

(Please state what you would like the Union to do as a result of your feedback; this may not always be possible, but your suggestions are welcomed in order to better understand the nature of your grievance and who or what it rests with.)

Please email to: bios@orthoptics.org.uk clearly marked "BOSTU complaint"