



Federation of European
Microbiological Societies

Reporting Procedure

We believe everyone should be treated with fairness, equality, dignity and respect. Our reporting procedure exists to enable reporting of incidences and experiences not matching our values or meeting our high standard of acceptable behaviour. We want to ensure issues are easily reportable, investigated appropriately and resolved quickly. Where necessary, we will also conduct a thorough, impartial and fair investigation of a complaint. All complaints will be treated confidentially.

What you can report

- If we have failed to deliver a service
- Our standard of service
- Treatment by, or attitude of, a member of staff
- Our failure to follow proper procedure
- Our policies

How to make a complaint

Our complaints handling procedure has three stages:

Stage 1. Submission

[Contact us](#) detailing the things which has caused you concern and we will find a member of staff in the area responsible for the service to help resolve this with you.

1. We aim to resolve your complaint informally as soon as we can, within five working days
2. If we can't resolve the issue, you can take your complaint to stage two of the complaint's procedure

Stage 2. Investigation

[Contact us](#) detailing that you would like your complaint investigated further.

We will:

- acknowledge receipt of your complaint within three working days
- where appropriate, discuss the complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- appoint an Investigating Officer to investigate your complaint, who will prepare a report and, if we have got things wrong, recommend improvements. We will let you know who your



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Investigating Officer is and you will also have a named member of staff (who will remain separate and independent from the complaint) to answer your queries about the process.

- we will give you a full response as soon as possible and within 20 working days

We will inform you if our investigation will take longer and will agree revised time limits with you.

If, after we have fully investigated your complaint you remain dissatisfied, you then have the option of moving to stage three.

Stage 3. Review of the handling of your complaint

The FEMS President is the final stage for complaints and can be asked to undertake a review into the handling of your complaint. This appeal process will check to ensure the correct procedures has been followed and applied fairly. This review does not re-examine or challenge the original outcome decision.

To do this:

- Contact the member of staff handling your complaint in stage 2 within 2 weeks of receiving the response that you would like the matter taken to review.
- Provide the reasons why you feel your complaint was not handled correctly and any new, additional material you would like the FEMS President to consider

If the President feels it is appropriate, they may appoint an independent mediator or other third party to review the complaint. This remains at the discretion of the President.

Dr Hilary Lappin-Scott, FEMS President

Date of endorsement

December 2019

Date last reviewed

November 2018

