



The Society's staff deal with a wide range of enquiries from pharmacists, members of the public and others. We aim to get things right first time. Where there is a problem with the way we have dealt with an enquiry, we ask that you contact the person or the section (or the manager of that section) who provided the service or the response that you are questioning. This can be done by telephone or in writing. In this way we hope to resolve your problem informally.

If you remain dissatisfied with our performance, we want you to feel comfortable about making a formal complaint.

We treat as a complaint any clear expression of dissatisfaction with the standard of our service and which calls for a response. Your feedback gives us a chance to put things right when mistakes have been made but also allows us to improve the quality of our services and to prevent any recurrence.

### **If you have a problem**

Complaints about standards of service delivery, failure of processes or quality of staff performance should be made in writing, by letter, fax, or e-mail.

Your complaint should identify:

- ◆ The nature of the complaint
- ◆ Who has been involved so far
- ◆ What has/has not been done
- ◆ Why you are not satisfied with the outcome
- ◆ How you would like to see the matter resolved

When submitting your complaint please provide your name and telephone number if a reply by telephone would be convenient. We may need to discuss the information supplied or ask for additional detail.

If e-mailing please state if a reply by e-mail is required/acceptable and, if not, please provide a full postal address.

Please send your complaint to:

Complaints Office  
Chief Executive and Registrar's Office  
RPSGB  
1 Lambeth High Street  
London SE1 7JN  
Telephone: +44 (0) 20 7572 2463  
Fax: +44 (0) 20 7572 2500

You can e-mail your complaint to : [complaintsaboutSociety@rpsgb.org](mailto:complaintsaboutSociety@rpsgb.org) (Click on the link to send this)

If you have any questions about the procedure please send them to the Complaints Office.

Please note that some complaints are outside the scope of the formal procedure as they have separate internal procedures.

- 1) Complaints about publications :-
  - a) Non-receipt problems from Society members with their copies of the Pharmaceutical Journal, Hospital Pharmacist, or the MEP should go to the PJ production department :  
Telephone: 020 7572 2229 e-mail: [joanne.marks@rpsgb.org](mailto:joanne.marks@rpsgb.org)
  - b) Editorial issues with the Pharmaceutical Journal and related journals should go to the Pharmaceutical Journal office :  
Telephone: 020 7572 2426 e-mail: [editor@pharmj.org.uk](mailto:editor@pharmj.org.uk)
  - c) Ordering and non-receipt problems with Pharmaceutical Press items should go to their customer services department :  
Telephone: 01767 604971 e-mail: [custserv@turpin-distribution.com](mailto:custserv@turpin-distribution.com)
  - d) Editorial or other issues with Pharmaceutical Press items should be directed to their sales and marketing department :  
Telephone: 020 7572 2273 e-mail: [pharmpress@rpsgb.org](mailto:pharmpress@rpsgb.org)
  - e) Issues relating to advertisements (appearance, non-appearance, content etc) should go to the advertising department :  
Telephone: 020 7572 2222 e-mail: [advertdept@rpsgb.org](mailto:advertdept@rpsgb.org)
- 2) Complaints about Society or Council policy should be sent personally to the Chief Executive and Registrar :  
Telephone: 020 7572 2201 e-mail: [cer@rpsgb.org](mailto:cer@rpsgb.org)

Complaints about any other Society publications (ie not published by the Pharmaceutical Press) should be sent to the Complaints Office as detailed above.

If you are not sure from all the choices where to send your complaint, then please submit it to the Complaints Office who will direct it to the right section.

### **What happens next?**

Complaints sent to the Complaints Office are logged and acknowledged on receipt with contact details of who is dealing with the complaint.

A reply to the complaint will be made within 10 working days, either with a full response or to advise when to expect an answer. Some will require a detailed investigation but we will advise when you are likely to expect a response and from whom.

We hope that the formal reply will resolve the matter to your satisfaction. However if you are not satisfied with our response or you feel that your complaint has not been dealt with properly, you can resubmit your complaint to the Society's Chief Executive and Registrar. Further details about this will be included in the formal reply.