

British Journal of Diabetes Complaints Procedure

BJD complaints procedure

This procedure applies to complaints about the policies, procedures, or actions of the BJD editorial staff. We welcome complaints as they provide an opportunity and a spur for improvement, and we will respond quickly, courteously, and constructively.

Definition

Our definition of a complaint is as follows:

- The complainant defines his or her expression of unhappiness as a complaint
- We infer that the complainant is not simply disagreeing with a decision we have made or something we have published but thinks that there has been a failure of process—for example, a long delay or a rude response—or a severe misjudgement
- The complaint must be about something that is within the responsibility of the British Journal of Diabetes (BJD) – content or process

Aim

We aim to provide a fair and transparent process in order to resolve the complaint satisfactorily. The process should be fair to the complainant and to the person or persons being complained about.

How to make a complaint

1. Complaints may be made by phone, e-mail, or letter, ideally to the person with whom the complainant is already in contact regarding the matter being complained about. If that is not appropriate, please e-mail: info@abcd.care
2. All complaints will be acknowledged (immediately on the phone, and within three working days if by e-mail or post).
3. All complaints will be discussed with the Editor-in-Chief, but whenever possible, complaints will be dealt with by the person to whom they are made. If that person cannot deal with the complaint, the complaint will be referred to the Editor-in-Chief who will then convene a meeting of the BJD editors. The editors will do their utmost to resolve the issue to everyone's satisfaction.
4. Complaints that are not under the control of BJD editorial staff will be sent to the relevant personnel at the BJD Publishers (Red Hot Irons Ltd) or to the Chairman of the Association of British Clinical Diabetologists. Complaints about editorial matters that are sent direct to the Publisher or to the ABCD Chairman or Trustees will usually be referred in the first instance to the Editor-in-Chief.
5. If possible, a definitive response will be made within two weeks. If this is not possible an interim response will be given within two weeks. Interim responses will be provided until the complaint is finally resolved.

6. If the complainant is not happy with the initial response he or she can ask for the complaint to be escalated to the relevant individual's manager or to the Trustees of the ABCD.

7. If a complainant remains unhappy after what the Editor-in-Chief considers a definitive reply, the complaint will be referred to the BJD Appeals Committee (see BJD Appeals procedure). If the complainant still feels that his or her complaint has not been dealt with satisfactorily, the complainant has the option of referring the complaint to an external body (see Appendix 1).

8. The Editor-in-Chief will be responsible for overseeing the complaints procedure. If you have any queries about this procedure please contact Dr Marie-France Kong at editor@bjd-abcd.com

Appendix 1: External bodies

If the complainant has exhausted the internal processes and is still unhappy he or she can complain to one of the following bodies.

The Press Complaints Commission

The Press Complaints Commission is an independent body which deals with complaints from members of the public about the editorial content of newspapers and magazines. <http://www.pcc.org.uk/>

The Committee on Publication Ethics

COPE publishes a code of practice for editors of scientific, technical, and medical journals
<http://www.publicationethics.org.uk/>

It will consider complaints against editors but only once a journal's own complaints procedures have been exhausted.

The Prescription Medicines Code of Practice

For anything related to a published advertisement for a prescription medicine

<http://www.abpi.org.uk/links/assoc/pmcpa.asp>

Copies of the Code of Practice for the Pharmaceutical Industry, the Code of Practice Review and the Annual Report are available from:

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Fax: +44 (0)20 7930 4554
www.abpi.org.uk/publications/pdfs/codeofpractise03.pdf