

## 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 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](mailto: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 directors. 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). Complaints about editorial matters that are sent direct to the Publisher will usually be referred in the first instance to the Editor-in-Chief.

ABCD (Diabetes Care) Ltd

Address for Correspondence: Miria House, 1683B High Street, Knowles, Solihull, B93 0LL  
Telephone: 01675 477602 Facsimile: 01361 331811 Email: [info@abcd.care](mailto:info@abcd.care)

ABCD (Diabetes Care) Ltd is a company limited by shares in England and Wales under company number 727037.

Diabetes Care Trust (ABCD) is a registered charity number 1139057, a company limited by guarantee in England and Wales under company number 74248361. ABCD (Diabetes Care) Ltd is a wholly owned subsidiary of the Diabetes Care Trust (ABCD) Ltd Registered address: Sterling House 1 Sheepscar Court Meanwood Road Leeds LS7 2BB

Website:- <http://bjd-abcd.com/index.php/bjd/index> and <https://abcd.care/>

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 directors of the board of BJDVD Ltd.

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 [editor1@bjd-abcd.com](mailto:editor1@bjd-abcd.com).

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## **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 or to complain about an advertisement of a prescription medicine please see  
<http://www.pmcpa.org.uk/thecode/Pages/Complaints-process.aspx>

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

Prescription Medicines Code of Practice Authority

12 Whitehall

London SW1A 2DY

Tel: +44 (0)20 7930 9677

Fax: +44 (0)20 7930 4554

<http://www.abpi.org.uk/about-us/resources/publications-library/170216/>

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