

Primary Care Respiratory Journal Complaints Procedure

This procedure has been adapted with permission from Fiona Godlee, Editor-in-Chief, British Medical Journal, May 2008.

PCRJ complaints procedure

This procedure applies to complaints about the policies, procedures, or actions of the PCRJ editorial staff. We welcome complaints as they provide an opportunity and a spur for improvement, and we aim to respond quickly, courteously, and constructively. The procedure outlined below aims to be fair to those making complaints and those complained about.

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 misjudgment
- The complaint must be about something that is within the responsibility of the Primary Care Respiratory Journal (PCRJ)—content or process

How to make a complaint

Complaints may be made by phone, email, or letter, ideally to the person the complainant is already in contact with over the matter being complained about. If that is not appropriate please email: info@gpiag.org

Whenever possible complaints will be dealt with by the person to whom they are made. If that person cannot deal with the complaint he or she will refer it to a section editor or the deputy editor responsible for complaints.

Complaints that are not under the control of PCRJ editorial staff will be sent to the Chief Executive of the General Practice Airways Group.

Complaints about editorial matters that are sent direct to the GPIAG Chief Executive or trustees will usually be referred in the first instance to the Editor-in-Chief.

All complaints will be acknowledged (immediately on the phone, within three working days if by email or post).

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.

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 GPIAG.

If a complainant remains unhappy after what the editor considers a definitive reply the complainant may complain to an appropriate external body (see Appendix 1).

The Editor-in-Chief will be responsible for overseeing the complaints procedure. If you have any queries about this procedure please contact Dr Mark L Levy at marklevy@animalswild.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:

Prescription Medicines Code of Practice Authority
12 Whitehall
London SW1A 2DY
Tel: +44 (0)20 7930 9677
Fax: +44 (0)20 7930 4554
www.abpi.org.uk/publications/pdfs/codeofpractise03.pdf