



## Willingdon Community Hub Library Complaints Policy

### 1 Introduction

1.1 (WCHL) will treat complaints seriously and ensure that complaints and issues raised by volunteers, members and friends are properly investigated in an unbiased and non-judgemental, timely and appropriate manner.

1.2 WCHL will provide a level of detail appropriate to the seriousness of the complaint.

1.3 WCHL will identify the cause of complaints and take appropriate action to prevent reoccurrences.

1.4 WCHL will periodically review all complaints for trends

### 2 Definition of a Complaint

A complaint is an expression of dissatisfaction about an act or procedure associated with the WCHL or its staff or the environment or fabric of the WCHL.

### 3 Who can make a complaint?

A complaint can be made by the person who is affected by the action or situation or it may be made by a third party person acting on behalf of that person if:

- The person is less than 18 years of age
- The person has a physical or mental incapacity that would make the process of complaining difficult
- The third party has been given specific consent to submit the complaint.

### 4 Timescale

Complaints must be made not later than:

Three months after the date in which the matter is the subject of the complaint occurred.

Three months after the date on which the matter which is the subject of the complaint came to the attention of the complainant.



## **5 Complaint process**

5.1 All complaints will be acknowledged no later than five working days after the day the complaint is received

5.2 All complaints should be directed to the Secretary of the WCHL

5.3 If complaints are made verbally to any volunteers or committee members the complainant should be advised to direct the complaint to the Secretary of the WCHL.

### **5.4 Verbal Complaints**

If the complaint is made to any volunteer or member of staff within WCHL they should:

Advise the complainant to present the complaint to the Secretary of the WCHL

If the complainant pursues the complaint the volunteer should advise the complainant to submit the complaint in writing

If the complainant pursues the complaint the volunteer should make notes of the verbal complaint in the Complaints Book

The volunteer should include:

- Name and address of the complainant.
- Details of the complaint. To be checked with complainant for accuracy.
- Time and Date of the complaint.
- The volunteer taking the notes of the complaint.
- Any initial actions to address the complaint.
- Response of the complainant to the actions
- Time and date complaint referred to the Secretary of the WCHL.
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### **5.5 Written Complaints**

If the complainant wishes to provide a written complaint advise them to include:

- Their name and address/ contact details
- Date and time of the incident
- Details of the complaint.



## 6 Investigation of Complaint

6.1 The investigation of any complaint will be undertaken in a timely manner.

### 6.2 Verbal Complaints

Initial investigation will be made by the volunteer taking the complaint. If resolution of the complaint is practical or possible this should be undertaken at the time and recorded in the Complaints Book.

### 6.3 Written Complaints

The Secretary or person appointed by the secretary or responsible officer/ Trustee will investigate the complaint

The investigating officer will collect all evidence relevant to the complaint.

The Secretary will propose solutions for the complaint including but not exclusive to:

- Changes in operational procedure Training for volunteers
- Advice for users of the WCHL
- Changes in signage, policies, building fabric.

6.4 All actions, reasons for actions, investigations and communications must be documented and handled in accordance with Data Protection legislation and WCHL Confidentiality policy.

6.5 Resolution must be communicated to the complainant and volunteers in a timely manner.

This may include but is not exclusive to:

- An apology if appropriate
- An explanation of the investigation.
- An explanation of the conclusions.
- Actions taken subsequent to the complaint, if required.
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6.6 Within three months of the resolution of the complaint the complaint should be reviewed to ensure any remedial actions that may have been instituted have been effective in preventing a reoccurrence.