



Willingdon Community Hub Library  
Coppice Avenue Eastbourne BN20 9PN

## **Willingdon Community Hub Library Complaints Policy v 3 Jan 2026**

### **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 details 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 complains for trends.

### **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.

### **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 old
- 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.

### **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 in which the matter which is the subject of the complaint came to the attention of the complainant.

### **Complaint Process**

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

All complaints should be directed to the Secretary of the WCHL

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.

### **Investigation of Complaint**

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

#### **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.

#### **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 I operational procedure and training for volunteers
- Advice for users of the WCHL
- Changes in signage, policies building fabric.

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

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

This must 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.

### **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 complain 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 name of volunteer taking the notes of the complaint
- Details of any initial actions to address the complaint
- Response to the complainant.
- Time and date complaint was referred to the Secretary of the WCHL.

### **Written Complaints**

If the complainant wishes to provide a written complaint the following advice should be given:

- Complainant name, address and contact details.
- Date and time of incident
- Details of the complaint
- Name of the volunteer detailing the complaint.

Willingdon Community Hub Library Trust is a charity with the Registered Charity Number  
1182568

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