



## **Northfields Community Library (NCL) Draft Complaints Policy**

### **Introduction**

The procedure below explains how you can make a complaint regarding the quality of our services, what standards you can expect when you do so, and what you can do if you are still dissatisfied. NCL is a charity run by volunteers and does not have paid staff to provide the library service.

NCL is committed to providing the highest standard of service to all its customers that is possible given it is entirely volunteer led. Our aim is to get things right first time. However, if you are not entirely satisfied with any aspect of our service, please tell us and we will do our best to resolve the matter as quickly as possible.

We will investigate your complaint, give you an explanation and make every effort to resolve the matter to your satisfaction. If we have made a mistake, or the problem has been caused by us, we will apologise.

### **2. Aims and Objectives**

All feedback should be dealt with in a fair, confidential, consistent, effective and timely manner.

The objectives of the complaints policy are to:

provide an accessible means for all service users to complain if they are dissatisfied, or to offer compliments and suggestions if they choose; provide a fair and consistent process for resolving complaints; establish timescales for complaint resolution; facilitate the use of complaint information as a means of monitoring performance and improving services; ensure complainants and our volunteers have the same rights to be treated with courtesy and respect; ensure that plain English is used when answering customer complaints

### **3. Complaints**

#### **3.1 Defining a complaint**

Anyone dissatisfied or satisfied with the service, actions or lack of action from NCL can use this procedure.

#### **3.2 How can complaints be made?**

NCL encourages any customer who has a concern to first speak to a volunteer in the library. If there has been a problem the volunteer will try to resolve it. However, if a service user is not happy and wants to make a complaint, we need to make it easy for them to do so.

We accept complaints: in person or by email to xxx



### **3.3 Complaints that fall outside of the NCL complaint policy**

NCL cannot deal with complaints about the following matters:

Matters relating to London Borough Ealing policy about the selection and management of books. This is because the books held by NCL are provided by LB Ealing.

Complaints that are simply criticisms of NCL and NCL Trustee decisions.

### **4. Complaints procedure**

NCL will seek to resolve complaints at the earliest opportunity. We will aim to send a full written reply sent within twenty working days.

Some of our services are provided by external groups. In those cases the group will be asked to reply to the complaint direct within the timescale set out above.

If you are not happy with our response to your complaint you can refer it to the Charity Commission, contact xxx. The Charity Commission will expect you to have tried to resolve your complaint with NCL first following the procedure set out here.

### **5. Rights and responsibilities**

#### **5.1 Customer Rights**

Our customers have the right:

- to be treated with respect and courtesy at all times;
- to receive an apology if a complaint is partially or fully upheld.

#### **5.2 Volunteer Rights**

Our volunteers have the right:

- to be treated with respect and courtesy at all times;
- to support and training that enables them to handle and resolve complaints in an efficient manner.

### **6. Performance and monitoring**

NCL is committed to continually improving our services. Information gained from complaints can be a valuable tool in identifying the needs of our customers and developing our services to meet those needs.

Date Policy Agreed by the Board of Trustees:

Date Policy to be reviewed (2 years from date agreed):