

FRIENDS OF HADDENHAM LIBRARY

7 Station Rd, Haddenham, Cambridgeshire CB6 3XD

Complaints Procedure

Statement

- 1.1 Complaints are important to us because they help us to improve.
- 1.2 It is hoped that complaints can be remedied on an informal basis. If this is not possible, the complaint will be handled as follows.
- 1.3 The complaints process is for complaints from users. It does not cater for disgruntled third parties and the like – but elements of it and the principles involved may be used to deal with other sorts of complaints.
- 1.4 The Friends of Haddenham Library will inform users of this complaints procedure by leaflet displays and on its website to enable them to make easy use of it.

Complaints Procedure for users

- 1.5 The Complaints Procedure is explained below. Users may write to the Library at the above address or email to admin@haddenhamlibrarycambs.co.uk
- 1.6 The procedure has two stages.

Stage One: review by Co-ordinator

- 1.7 Once a complaint has been received, a letter of acknowledgement/email must be sent to the complainant within 5 working days. The complainant must be told who is dealing with the complaint, what action is being taken, and when s/he can expect to receive a full reply - the target time for responding in full to a complaint is 20 working days.
- 1.8 The Co-ordinator should maintain a separate complaints monitoring file. Everything related to the complaint should be kept apart from any other file that may relate to the complainant, and all correspondence relating to the complaint should be attached to this separate file. The "complaints file" is strictly private and is not to be shown to the user.
- 1.9 The Co-ordinator should undertake or oversee the investigation. Where the complaint is against the Co-ordinator, the complaint will go

straight to Stage Two. This may require an interview with the complainant.

- 1.10 Once the investigation is complete, a letter/email detailing its findings should be sent to the complainant. If the matter is complex and will take longer than originally indicated, write to the complainant explaining the reasons why and including an indication of when a response can be expected.
- 1.11 The full response must contain sufficient information to assure the complainant that their complaint has been taken seriously. If the complaint is upheld, the complainant must be given a full apology for their experience and given details, as far as possible, of what is being done to prevent a recurrence of the situation.
- 1.12 The letter must also inform complainants of their right to ask for a review of the investigation if they are not satisfied with the outcome of Stage One and how to access this second stage.

Stage Two: review under direction of the Trustees

- 1.13 The review procedure is similar to Stage One but will be conducted by the Trustees. The same target timetable applies.
- 1.14 Stage Two referrals may mean that the initial investigation has not addressed the pivotal point of the complaint. The Trustees must be sure that the review takes this into account and should ensure that the root of the problem has been addressed. Users who reject the Co-ordinator's reply and seek a further response should be asked to explain their points of disagreement to facilitate a comprehensive assessment.
- 1.15 Once again, the response to the complainant must contain an explanation, apology if required, information about remedial actions, and satisfactory assurances that the complaint has been investigated fully.
- 1.16 The letter must also inform the complainant that the reviewer's decision is final.