

## Comments, Compliments & Complaints Procedure

Let us know how we're doing: comments, compliments, and complaints. Ratby Community Library makes every effort to provide a high standard of service and to treat all Library users equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this.

We will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop the services that work best for you, so please let us know what you think. We report on user feedback in the annual report of the Ratby Library & Community Group.

### Compliments and Comments

If you are happy with the service or have any comments we would love to hear from you. There are a couple of ways you can do this; either speak to one of the volunteers, email or write to us.

### Complaints

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that we may publish the replies given to any queries raised but will respect the confidentiality of the individuals concerned.

How to make a complaint - the first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of one of the volunteers. They will try to resolve your concerns immediately. If you are unhappy at the way you have been treated by one of the volunteers please contact us.

If you cannot or do not wish to make a complaint in person, you have the option of emailing or writing to us.

What you can do to help us deal effectively and quickly with your complaint - contact us as soon as possible giving clear details so we can endeavour to resolve the issue by completing our Comment, Complaints and Compliments form. Specify clearly about what aspect of our service you wish to make the complaint.

### Including the following details will help us to effectively and quickly investigate your complaint

- The specific area, service or resource to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.

- Please let us know if you have already reported the complaint and if any action was taken previously.

Please note that we endeavour at all times to treat users with respect and we expect the same standards of behaviour in return.

**What we promise to do to help resolve your complaint**

- Your complaint will be dealt with in a professional and confidential manner.
- Your complaint will be assigned quickly to the most appropriate person to deal with the complaint who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

**How and when we will respond**

We will acknowledge any e-mailed complaints within 5 working days of receipt. Postal correspondence will receive an answer or acknowledgement within 5 working days. You will receive a full response to your written complaint within 10 working days.

**Contact details -**

Full Name	
Postal Address	
E Mail Address	
Web Site	
Telephone ( Landline )	
Telephone ( Mobile )	

**The Trustees of the Ratby Library & Community Group**

All trustees have approved this Policy. They are: Mr Ken Hunnybun (Chair), Mrs Avril Hunnybun (Secretary), Nathan Dickman (Treasurer), Mr Daniel Green (Youth Trustee), Christine Reid (Trustee), Adrian Russell (Trustee).

RESPONSIBLE OFFICER	RESPONSIBLE OFFICER
Mr Ken Hunnybun	27 / FEB / 2017

Review Date - Monday, 08 January 2018