

Concerns and Complaints Policy and Procedure

1. Policy Statement

The Leeds Library (LL) see concerns and complaints as an opportunity to learn and improve for the future. They provide a chance for us to build relationships with others and to be transparent, as well as to put things right for the person or organisation that has raised the concern or complaint in the first instance.

The aim of this policy is to:

- Provide a fair procedure which is clear and easy to use
- Ensure everyone at LL knows what the procedures are
- Make sure all concerns and complaints are dealt with fairly, consistently and in a timely manner
- Make sure that concerns and complaints are, wherever possible, resolved and that strong relationships are maintained

This policy does not cover concerns raised or complaints made by staff, who should refer to LL's Discipline and Grievance policies.

2. Definition of a Concern or Complaint

A **concern** is when someone is worried, troubled or unhappy about a decision or a situation, or has something that they would like to raise informally with LL. A **complaint** is a more formal expression of dissatisfaction or discontent.

They may come from members, volunteers, visitors, contractors, partner organisations or individuals from local communities. They can be received verbally (in person or by 'phone), via social media, or by email or letter.

3. Confidentiality

All information received during a concern or a complaint will be handled sensitively, telling only those people who need to know and following any relevant data protection requirements. Please see our Data Protection and Privacy policies for further details.

4. Responsibility

Overall responsibility for adherence to this policy and its implementation lies with LL's Chief Executive and Board of Trustees.

5. Concerns and Complaints Procedure

If you wish to raise a concern with us you should do so informally in the first instance. This can be done in person, over the phone or by email with a member of the team.

Examples of a concern might include: believing you have been unfairly or badly treated, seeing or hearing something in the Library that you think we need to be alerted to, eg derogatory comments about individuals or groups, or if something has been published or produced by or about LL that you would like to draw our attention to.

A concern raised in this way is not treated as a formal complaint. Accordingly, it will not be formally logged or monitored but we will take whatever appropriate action we deem necessary to try to alleviate your concern(s).

If you wish to make a complaint about any aspect of our work, you are encouraged to raise this informally, in the first instance, with the member of staff concerned or another member of the Library team. If you are not sure about who to contact, please ring 0113 245 3071 or email enquiries@theleedslibrary. All staff that receive a complaint will record it, and the response, and will notify their line manager.

If the matter is not resolved informally or if you feel the matter is so serious it warrants immediate escalation, complaints should be set out in writing (letter or email) and addressed to Carl Hutton, Chief Executive, The Leeds Library, 18 Commercial Street, Leeds, LS1 6AL or enquiries@theleedslibrary.org.uk. To help us deal with your complaint appropriately, your letter or email should set out:

- What the complaint is about
- Member(s) of staff or any other people involved
- When the issue you are complaining about occurred and if it is still happening
- Whether you have tried to resolve your complaint informally by speaking to anyone at The Leeds Library before making a formal complaint
- What you would ideally like to see happen as a result of your complaint
- Any suggestions you may have on how we could improve our methods that would help overcome the problem(s) you have identified.

If the complaint involves the Chief Executive, you should write directly to the Chair of Trustees at the Library, marking any correspondence "Private and Confidential."

How a complaint will be dealt with

- Your letter or email will be acknowledged by LL within 7 days of receiving it. You will be advised who in LL is dealing with your complaint. If the complaint is about a member of LL, the Chief Executive will deal with the complaint. In cases of complaints involving the Chief Executive the Chair will acknowledge receipt of the letter within 7 working days. They, or another member of the Board acting on their behalf, will carry out an investigation.
- The person responsible will investigate the complaint. During this process we may contact you for more supporting information or evidence.
- If appropriate, the complaint will be taken to the relevant subcommittee as part of the investigation process. They may determine that the nature of the complaint is such that the LL board of trustees also need to be notified.
- All written complaints received, together with a copy of the response to the person or organisation who complained, will be notified to the Chair of LL. They may determine that the nature of the complaint is such that the LL board of trustees also need to be notified.
- We will respond within 28 days of first receiving the complaint. We will inform you of any action taken or recommendations for further action. If it is not possible to provide a full response within this time, you will be advised of this, and an interim response will be given, including details of action still to be taken.

- Complaints will be recorded and monitored (in accordance with data protection regulations), and information from this will be fed into our internal planning, as appropriate, so as to enable us to improve our systems and processes. The number and type of complaints will be reported annually to the Board of Trustees.

Escalation of a complaint

- If the person or organisation complaining is not satisfied with the response, they may appeal in writing to the Chair of the Board of Trustees
- The Chair will produce a decision within 28 working days of receiving the letter. They will notify the complainant of the decision and the reasoning behind it. The Chair's decision is final.
- We have signed up to the [Fundraising Regulator's Fundraising Promise](#). If your complaint is regarding our fundraising practices and you feel our response is unsatisfactory, you can contact the Fundraising Regulator by using their [online complaints form](#), by writing to them, or by calling them on 0300 999 3407.

This policy and procedure document was accepted by the trustees at their meeting on 28 March 2022 and will be posted on the Library website. It will be reviewed at least every three years.

Signed 

Martin Staniforth, Chair of Trustees

Date 28 March 2022

Review Date 28 March 2025