

The Robert Jones and Agnes Hunt Orthopaedic Hospital



NHS Foundation Trust

FRANCIS COSTELLO LIBRARY COMPLAINTS PROCEDURE (FCLPRO20)

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1.0 Introduction

This procedure has four aims;

1. To make it easy for users to register a complaint about any aspect of the service.
2. To provide a system which is fair to both the complainant and library staff
3. To provide a thorough approach to any complaints with the aim of satisfying the concerns of the complainant.
4. To make it easy for Library Staff to extract lessons on quality from complaints in order to improve services.

2.0 Verbal complaints

- All verbal complaints should be handled, if possible, at the time they are made. Where appropriate, a professional Librarian should be called to assist. The Library Services Manager should be informed of complaints relating to their organisations' users.
- The complaint should be listened to carefully and if it relates to library policy or procedures the reasons for the policy or procedures should be explained.
- If the complaint cannot be resolved to the complainant's satisfaction the complainant should be advised how to make a written complaint.
- Details of all verbal complaints should be recorded and filed in a complaints folder (held by the Library Services Manager). Please record the complaint itself (date, time and content) and if possible, the details (name and contact details) of the person complaining.

3.0 Telephone complaints

Telephone complaints should be handled as verbal complaints.

4.0 Written complaints

- A written complaint can be made on the Library's own comments form, signed or not as the complainant chooses, and posted in the box provided.
- Complaints can be sent by email to Library staff or made directly on to the Library's web site at the place provided for user feedback.
- Complaints can also be made by letter. A letter of complaint should be addressed to the Library Services Manager. This person should direct complainants to the Associate Director of Human Resources if the complainant feels a more senior member of staff should be involved.
- All written complaints should be dated upon receipt and copies passed to the Library Services Manager. All email or web complaints should be printed off and treated as letters. Copies should be filed in the complaints folder (held by the Library Services Manager).
- All written complaints should be acknowledged or a response sent within one week. If the Library Services Manager is absent they should be passed to the Deputy Library Services Manager who will assess the complaint and either respond, liaise with the Associate Director of Human Resources or acknowledge receipt of the complaint and explain that it will be dealt with as soon as the Library Services Manager returns.
- If the written complaint is received on the Library Comments form, on the website or in a letter or email addressed to the Librarian or Library staff, attempts should be made to resolve the problem informally, as with verbal complaints.

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- If the complainant is still dissatisfied the complaint will be raised with the Associate Director of Human Resources.

5.0 Responding to complaints

- It is important that all people who register dissatisfaction with some aspect of the Library's service are treated in a courteous, professional manner. This applies whether the complainant is a core user, a non-core user or someone who does not come within the current terms of Library user e.g. a local student or research worker.
- The final response should include
 1. An explanation
 2. An apology if appropriate
 3. Details of changes/improvements to be made where appropriate

6.0 Providing Feedback

- All complaints received should be discussed at the relevant Library team meetings with the intention of using them positively to improve services to users
- Any adverse comments conveyed to Library Services Manager by any route and should be discussed and used in the same way to improve services
- Adverse comments made on any questionnaire distributed by the Library or by any other body should be discussed and used in the same way to improve services.

Feedback on how complaints have been addressed should be made available to the complainant (as above) and through other feedback mechanisms (e.g. notice boards etc) if appropriate.

7.0 Monitoring

The Francis Costello Library has received very few complaints in the past, therefore every complaint made will be reviewed by the Library Services Manager and feedback given to the Associate Director of Human Resources. Any necessary actions will be agreed and a record of all complaints will be held on file.

8.0 Training

- Library staff will be informed of this procedure as part of a team meeting
- Library staff undertake customer care training