



Lee Hub Independent Community Library

Complaints Policy

1. Introduction

Lee Hub Independent Library views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Make sure everyone at Lee Hub knows what to do if a complaint is received.
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- Gather information which helps us to improve what we do.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Lee Hub's services and activities, and individual representatives, such as trustees, volunteers, and stakeholders.

3. Where complaints come from

Complaints may come from any individual, a member, trustee, volunteer or organisation who has a legitimate interest in Lee Hub, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing.

4. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

5. Complaints Procedure

5.1 Receiving Complaints

Complaints may arrive through a variety of channels: by letter, by telephone, in person, email or via social media. Complaints can be directed to any of the following:

- Letter: Lee Hub independent Community Library, 14 High Street, Lee-on-the-Solent, Hampshire PO13 9BZ
- Telephone: 02392 551047
- Email: leehubforall@gmail.com

Wherever possible, complaints received by telephone or in person should be recorded. The person who receives a telephone or in person complaint should:

- Write down the facts of the complaint.
- How it has affected them and what they consider will put the matter right.
- Take the complainant's name, address / email and telephone number.
- Note down the relationship of the complainant to Lee Hub e.g., volunteer.
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

5.2. Resolving Complaints

(i) Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Chair of Lee Hub within five business days.

On receiving the complaint, the Chair of Lee Hub will record it in the complaints Logbook. If it has not already been resolved, they may delegate an appropriate person, such as a Trustee, to investigate and take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint

and when the person complaining can expect a reply, and a copy of this complaints procedure attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

(ii) Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Lee Hub Trustee Board level.

At this stage, the complaint will be passed to the Lee Hub Board of Trustees. The request for Board level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Lee Hub Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Lee Hub Board decides it is appropriate to seek external assistance from the Charities Commission with resolution.

(iii) External Stage / Appeal

As Lee Hub is a registered charity, the complainant can complain to the Charities Commission of England and Wales at any stage. Further information can be found at <https://www.gov.uk/government/organisations/charity-commission/about/complaints-procedure>

5.2 Variation of the Complaints Procedure

The Lee Hub Board of Trustees may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or

trustee should not also have the Chair and/or trustee involved as a person leading a Stage Two review.

6. Recording, Monitoring and Learning from Complaints

Lee Hub will keep a record of each complaint and outcomes for two years from the date of the complaint. Complaints will be reviewed annually to identify any trends which may indicate a need to take further action.

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