



OUR COMPLAINTS POLICY

The Working Class Movement Library is committed to providing a quality service to all our visitors and those engaging with the organisation. If you believe something has gone wrong or are dissatisfied with our service, we have a procedure to assist the early resolution of the problem. Our aim is to uphold the quality standards we have set ourselves and improve upon them by learning from mistakes and from what our visitors tell us about their experience. This will help us to continually review and improve our standards.

THE PROCEDURE

Although it is not essential, in making your complaint it would be helpful if you could provide details of your concerns in writing. Your complaint should be addressed to the Chair of the Board of Trustees at the postal address or email address below. The Chair of the Board will retain overall responsibility for the complaint even if the investigation is undertaken by someone else designated by them to deal with the matter. This will usually be the Library Manager or a Trustee nominated by the Chair of the Board. We would expect complaints to be raised within 3 months of the date of the issue about which you are concerned or within 3 months of you realising there was a concern.

WHAT HAPPENS ONCE I HAVE COMPLAINED?

1. We will acknowledge receipt of your complaint within 7 working days of us receiving the complaint, enclosing a copy of this procedure.
2. Your complaint will be recorded in a central register for monitoring and management information purposes.
3. We will investigate your complaint. This will normally involve passing your complaint to the person nominated to handle the complaint. They will review the matter and speak to relevant members of staff, volunteers or other persons.

INVESTIGATING YOUR COMPLAINT

- The person nominated to handle your complaint will undertake an investigation into your complaint and, if appropriate, they may discuss and hopefully resolve your complaint with you. They will do this within 21 days of sending you the acknowledgement letter.
- Within 5 working days of any meeting, they will write to you to confirm what took place and any solutions they agreed with you.
- If a meeting is not possible or not required, they will send you a detailed written reply to your complaint, including any suggestions for resolving the matter within 21 days of sending you the acknowledgement letter.

RESOLVING YOUR COMPLAINT

If you are not satisfied with the outcome, you should contact us again. We will arrange for an appropriate senior person, such as an officer of the Trust, or the Chair of Trustees, to review the decision.

We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the time scales above, we will let you know and explain why.

Contact us by post at:

Working Class Movement Library,
Jubilee House,
51 Crescent,
Salford.
M5 4WX

Or by email at:

trustees@wcml.org.uk