



Complaints Policy

Part 1: Scope of Policy

The complaints policy defines the way Derbyshire Toy Libraries will deal with complaints and is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

All comments and feedback about Derbyshire Toy Libraries will be listened to, and ideas for improvement will be included in the normal monitoring processes of the Toy Library and Projects.

A complaint is a formal expression of dissatisfaction about any aspect of Derbyshire Toy Libraries service delivered by staff or volunteer, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

Part 2: Responsibilities

Derbyshire Toy Libraries (DTL) responsibility will be to:

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint; and
- Take action where appropriate.

The complainants responsibility will be to:

- Bring their complaint, in writing, to The Manager's attention normally within 8 weeks of the issue arising;
- Explain the problem as clearly and as fully as possible
- Cooperate fully with the complaints process and any investigations.
- Allow DTL reasonable time to investigate the matter

Part 3: Applying the policy

Procedure

The procedure for handling complaints is set out in the Complaints Procedure.

Timetable

- The complainant must receive a written acknowledgement of the complaint and the name of the investigating person within 5 working days.
- The complainant and any person complained against must receive a written report on the investigation including any recommendations and actions within 20 working days. Where the dates and timescales cannot be met a letter will be sent to the complainant giving the reasons and revised dates.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Derbyshire Toy Library maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality and should this be the case, the situation will be explained to the complainant.

Monitoring

A summary of complaints, outcomes and recommendations will be reported to the Trustees at the Annual General Meeting (AGM).