**Complaints Policy and Procedure**

1. **Aims**
   1. We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right.
   2. We aim to:
      1. provide a fair complaints procedure which is clear and easy for anyone who wants to make a complaint;
      2. publicise the existence of our complaints procedure so that you know how to contact us to make a complaint;
      3. ensure that all our staff and volunteers know what to do if a complaint is received;
      4. ensure that all complaints are investigated fairly and in a timely way;
      5. ensure that complaints are, wherever possible, resolved and that relationships are repaired;
      6. gather information which helps us to improve what we do.
2. **Scope**
   1. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Lewisham Toy Library or Lewisham Shopmobility.
   2. Complaints may be made by any person or organisation who has a legitimate interest in Lewisham Toy Library or Lewisham Shopmobility.
   3. We may not respond to anonymous complaints, and we reserve the right to remove any such complaints from public forums.
   4. This policy does not cover complaints from staff or volunteers who should use our Discipline and Grievance policies.
   5. Suggestions for improvement are not included in this policy. If you have a suggestion for improvement rather than a complaint, please inform a member of staff or a volunteer. We shall be pleased to consider it.
   6. We also like to know when you are pleased with the staff or service.
3. **Areas of Relevance**
   1. This policy applies to:
      1. the service provided to you by the Toy Library and by Shopmobility.
      2. the standard of service and the behaviour of our staff and volunteers.
      3. our relationships with our sponsors and suppliers.
4. **Procedure**
   1. A complaint may be received verbally, by phone, by email or in writing.
   2. All complaint information will be handled sensitively, telling only those who we think reasonably need to know and following any relevant data protection requirements.
   3. Stage One: Complaints should be made in the first instance to the Toy Library Manager (librarian@lewishamtoylibrary. org.uk) in writing, unless the complaint is about the Toy Library Manager, in which case it should be treated as a Stage Two complaint (below).
   4. If you are complaining in person, you should ask for a complaint form and will be given help to complete it if necessary. This is to ensure we fully understand your complaint.
   5. If you complain by phone or email a complaint form will be completed by the member of staff receiving your complaint.
   6. Complaints will be handled in a timely manner and you should ordinarily receive a response to your initial complaint within 10 working days. For more complex complaints, an initial response may not contain a proposed resolution.
   7. Stage Two: If you are not happy with the response you receive, you should complain, preferably in writing, to the Management Committee of Lewisham Toy Library (admin@lewishamtoylibrary.org.uk ).
   8. You should receive a written reply within 15 working days to allow time for the investigation of your complaint, although more complex matters may take longer. The Management Committee may invite an independent person to assist in the review of your complaint. The decision of the Management Committee is final.
   9. You may complain to the Charity Commission at any stage, although they only consider certain types of complaint. More information is available on their website www.charitycommission.gov.uk.
5. **Monitoring and Review**
   1. A designated Management Committee member is responsible for monitoring complaints and for reporting with recommendations at least annually.
6. **Responsibilities**
   1. The Toy Library Manager is responsible for responding to an initial complaint.
   2. The Management Committee is responsible for this policy and for its implementation and review. They are responsible for investigating and replying to second stage complaints.
7. **Related Documents**

Complaint Form

Complaints Handling Guidance for Staff and Volunteers

Privacy and Data Protection Policy

General Guidance for Volunteers

**Adopted:**

**Reviewed:**

**Date of next review:**