

COMPLAINTS PROCEDURE

Here at DDCL we take complaints very seriously. **If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.**

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To use complaints constructively in the planning and improvement of our services.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of DDCL, its Trustees or volunteers.

Complaints about the services or actions of Kirklees Library Services, The Kirkwood or other groups/organisations using our building should be made to them, using their complaints procedures.

How to complain

DDCL would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact DDCL and, if you feel able, speak to one of the Trustees, who will try to sort the matter out. You can contact Trustees through the Kirklees Library member of staff or through any of the library volunteers.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

Chair of Trustees,
Denby Dale Community Library,
Wakefield Road,
Denby Dale,
Huddersfield
HD8 8RX

or

Email: chair@ddcp.org.uk

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our volunteers.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

How long will it take to respond?

We endeavour to respond fully and conclusively to all complaints within 10 working days.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible we will deal with it more quickly, if we think it will take longer we will let you know.

If an in-depth investigation is required we aim to provide a response within 20 working days.

Can you take your complaint elsewhere?

Yes. If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator** at the following address:

Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW.

T: 0300 999 3407 or E: complaints@fundraisingregulator.org.uk

Or if your complaint is related to another area of our work and you do not feel satisfied, you can contact **The Charity Commission** at the address below.

Charity Commission, PO Box 211, Bootle, L20 7YX

T: 0300 066 9197, <https://www.gov.uk/government/organisations/charity-commission>