Management Team

Current Chair: Nadine Underwood

Responsible Officer: Secretary

Complaints Procedure

Purpose

Hathern Community Library aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

Policy Statement

If you are unhappy about any Hathern Community Library's service, please speak to the relevant volunteer, or trustee. If you are unhappy with an individual in Hathern Community Library sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to another volunteer or a trustee. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a Written Complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair of Hathern Community Library. All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Providing Positive Feedback

Finally, please also let us know if you are happy with Hathern Community Library's services.