

COMPLAINTS PROCEDURE

Greenwich Toy & Leisure Library Association aims to provide the best possible advice, support and services to individuals. Greenwich Toy & Leisure Library Association exists to serve disabled children, young people, their families, interested parties, volunteers and the public and to be accountable to its Trustees, funders, Charity Commission and partners.

From time to time an individual may feel it has not had the best possible service that Greenwich Toy & Leisure Library Association aims to provide. In such instances it is important that a complaint is made, the circumstances investigated and necessary corrective action undertaken within reasonable time limits.

Conciliation

Anyone who is dissatisfied with any aspect of the work of Greenwich Toy & Leisure Library Association should contact the Services Manager in the first instance. The Service Manager will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully, this informal process can satisfy the majority of problems. The Services Manager will reply to complainant within fourteen days of receipt of complaint.

If the person making the complaint is not satisfied by the result of the above informal process we would welcome them using the following more formal procedures:-

1 First Stage

- 1.1 Any complaint should be communicated to the Services Manager of Greenwich Toy & Leisure Library Association, or to the Chair if the complaint is about the Services Manager.
- 1.2 Greenwich Toy & Leisure Library Association will acknowledge in writing (identifying the complaint) receipt of the complaint within three working days.
- 1.3 The Services Manager (or Chair) shall investigate all circumstances leading to the complaint and ensure that a Greenwich Toy & Leisure Library Association complaints form is completed.
- 1.4 The Services Manager (or Chair) shall inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within twenty-one days unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.

2 Second Stage

- 2.1 If the complainant is dissatisfied with the results of the enquiry

and/or corrective action taken, they have a right to put their case (in person if they wish) to the Chair of Greenwich Toy & Leisure Library Association.

- 2.2 The Chair shall undertake any further enquiries and report the decision to the complainant within thirty days.

3 Third Stage

- 3.1 If the complainant is dissatisfied with the decision of the Chair they have a right to put their case to Greenwich Council under their complaints procedure. (see complaints form).
- 3.2 The Council Commissioning Manager should undertake an investigation of the complaint and produce recommendations for the Greenwich Toy & Leisure Association's Trustee Board.
- 3.3 The Greenwich Toy & Leisure Library Association's Trustee Board will take a final decision on the complaint.

All complaints and positive feedback to Greenwich Toy & Leisure Library Association will be fully recorded and a report made to the Trustee Board on any complaints dealt with via this procedure. A written record will be retained of complaints.