

Complaints and Compliments Policy and Procedure

Sherburn in Elmet Community Trust aims to provide its customers with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the team member concerned.

Please also let us know if you are happy with Sherburn in Elmet Community Trust's services. We are pleased to receive any compliments which can be passed onto the volunteers and staff.

The more formal procedure outlined below is intended for use by customers, where informal communication has not resolved the problem

How you can make a complaint about the Community Library

Each shift has a Team Leader who is responsible for the day-to-day operation, so please ask to speak to the Team Leader with any concerns.

If the complaint is for services still supplied by North Yorkshire County Council, such as the quality of the book or DVD stock or issues with IT, please complete the Complaints form. This will be forwarded to NYCC for response.

If the complaint is about the service supplied by the Library such as customer service issues, services provided by the Community Library, building issues, please advise the Team Leader who will provide contact details for you to detail your complaint, preferably via e-mail, but alternatively by phone or letter. You will receive an acknowledgement within 48 hours of receipt and advice as to when the complaint will be reviewed.

If the complaint is about the Team Leader, please contact the Chair of the Management Group via the contact information below.

How we handle your complaint about the Community Library

All formal complaints will be investigated by a member of the Management Group and reviewed by the Management Group at their monthly meetings and you will be advised of the results.

The Chair will keep the Trustee Board informed of the number and nature of any compliments and complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, contact: Library telephone number is [01609 536033](tel:01609536033)

Volunteer Manager:- kevin.sibson@siect.uk

The Chair of Library Management Group: Ellen Schofield c/o Sherburn & Villages Community Library, Finkle Hill, Sherburn in Elmet LS25 6EA

Email: ellen.schofield@siect.uk

How you can make a complaint about the Old Girls' School Community Centre and Tearoom

Ideally we would like you to let us know if there is a problem whilst you are at the centre so we can address any issue straight away. However, if you feel the need to issue a formal complaint regarding the service or facilities at the Old Girls' School Community Centre, please contact the Community Centre Manager either by e-mail or by phone. You will receive an acknowledgement within 48 hours of receipt and advice as to when the complaint will be reviewed.

If the complaint is not resolved to your satisfaction or is about the Community Centre Manager, please contact the Chair of the Management of the Old Girls' School using the contact information below.

If your complaint is about the Tearoom please let the team know straight away so they have a chance to sort out any issues. In the event of a formal complaint, please contact the owner and manager – Dawn Jacques Tel: 07835687653 or e-mail thelittleteapottearoom@outlook.com.

How we handle your complaint about the Old Girls' School Community Centre and Tearoom

All formal complaints will be reviewed by a member of Management of the Old Girls' School and reviewed at their monthly meetings and you will be advised the results.

The Chair will keep the Trustee Board informed of the number and nature of any compliments and complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, contact:

Community Centre Manager, Sarah Kay

Email: sarah.kay@sietc.uk Tel: 07731745057 or 01977 685178.

The Chair the Management of the Old Girls' School, Allyson Chambers

Email: allyson.chambers@sietc.uk

If you prefer to call, ring either the Library or the OGS to obtain personal phone numbers as Allyson is a volunteer, not an employee.

The Chair of the Community Trust, Karen Packham

Email: karen.packham@sietc.uk

If you prefer to call, ring either the Library or the OGS to obtain personal phone numbers as Karen is a volunteer, not an employee.

Policy approved at Trustees meeting on 24/9/2018.

Reviewed at Trustees meetings 28/9/2020, 23/8/2021, 26/09/2022