



Compliments and Complaints Policy

1. Purpose

West Ealing Community Library (WECL) is committed to providing high-quality services. We believe that feedback—both positive and negative—is essential for continuous improvement.

- **Compliments** help us identify what we are doing well and celebrate staff success.
- **Complaints** provide an opportunity to fix mistakes, address dissatisfaction, and learn to prevent future issues.

This policy aims to ensure that all feedback is handled fairly, consistently, and efficiently.

2. Scope

This policy applies to all staff and volunteers. It covers all services provided by WECL.

3. Compliments

We welcome compliments! When a compliment is received:

- The team member(s) identified will be notified, and feedback will be shared to promote best practices.
- Individual staff members cannot accept gifts with a value of more than £5. Items will be shared amongst the team or donations can be made to the Library.

4. Complaints Procedure

We define a complaint as any expression of dissatisfaction, whether verbal or written, that requires a response. WECL cannot deal with complaints about matters relating to Ealing Council's Library Service policies about the selection and management of books. This is because the books and systems held by and used by WECL are provided by the Library Service.

Some of our services are provided by external groups. In those cases, the group will be asked to reply to the complainant directly, within the timescales set out in this policy.

Stage 1: Informal Resolution (Frontline)

We aim to resolve complaints quickly at the first point of contact.

1. **Listen:** Staff will listen to the concern and apologise for the dissatisfaction.
2. **Act:** If possible, a solution will be proposed immediately.
3. **Record:** Even if resolved immediately, the concern will be logged for monitoring purposes.

Stage 2: Formal Complaint

If the complainant is unsatisfied with the informal response, or if the complaint is serious, it will be handled formally.

Submission: Formal complaints should be made in writing via email to info@wecl.org.uk with Complaint in the subject line or by letter to West Ealing Community Library Melbourne Ave, London W13 9BT. In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.

1. **Acknowledgement:** Within **three (3) working days**, we will acknowledge the complaint and outline who will investigate.
2. **Investigation:** The manager (if not directly involved in the complaint) will investigate the matter.
3. **Response:** A full response, including investigation outcomes and any actions taken, will be provided within **fifteen (15) working days**.
4. **Extension:** If the matter is complex, we will inform the complainant of the delay and provide a revised response date.

Stage 3: Escalation

If the complainant remains dissatisfied after the formal response, they may request a review by a director.

- The request for review must be made within **ten (10) working days** of the formal response.
- A final decision will be provided within **twenty (20) working days**.

5. Confidentiality and Data Protection

All complaints are handled confidentially and in accordance with UK GDPR. Information is shared only with those directly involved in the investigation.

6. Learning from Feedback

To ensure continuous improvement, the management team will:

- Review all logged complaints and compliments quarterly.
- Identify trends or patterns in feedback.
- Implement changes to services to prevent reoccurrence of issues.

7. Unreasonable Complainants

While we encourage feedback, we will protect our staff from abusive or unreasonably persistent behaviour.

8. Still Unhappy?

If you are not happy with our response to your complaint you can refer it to the CIC Regulator, visit <https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies/about/complaints-procedure>. The Regulator will expect you to have tried to resolve your complaint with WECL first, by following our procedure. If the complaint is specifically about how a CIC is fundraising, you can contact the [Fundraising Regulator](#)

Agreed May 2026

For review May 2028

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