



Public Health
England

Protecting and improving the nation's health

PHE Knowledge and Library Services Complaints Procedure

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1.0 Introduction

This procedure has four aims;

1. To make it easy for users to register a complaint about any aspect of the service.
2. To provide a system which is fair to both the complainant and library staff
3. To provide a thorough approach to any complaints with the aim of resolving issues as quickly as possible
4. To make it easy for the KLS team to extract lessons on quality from complaints in order to improve services.

2.0 Verbal complaints

- All verbal complaints should be handled, if possible, at the time they are made. If necessary and if feasible, a senior member of staff can be called to assist.
- The complaint should be listened to carefully and if it relates to library policy or procedures the reasons for the policy or procedures should be explained
- If the complaint cannot be resolved to the complainant's satisfaction a written record should be made of the complaint and escalated accordingly
- Wherever possible, the aim is to use either a face to face meeting or telephone call to resolve the complaint satisfactorily to avoid any further escalation. The Knowledge and Library Services Manager and/or Senior Knowledge and Evidence Manager (as appropriate) should direct complainants to the Head of Knowledge Management or the Director of Research, Translation and Innovation if the complaint warrants a more senior member of staff to be involved
- Details of all verbal complaints should be recorded on the Complaints tab of the [Customer Feedback spreadsheet](#) for the current financial year, stored in the Customer Feedback folder within KLS folder on the K:// drive. Please record the complaint itself (date, time and content) and if possible, the details (name and contact details) of the person complaining. If not already aware, the KLSM or SKEM (as appropriate) should be informed when a complaint has been made and recorded.

3.0 Telephone complaints

Telephone complaints should be handled as verbal complaints.

4.0 Written complaints

- A written complaint can be made by email, letter or on the Library's own comments form, signed or not as the complainant chooses, and posted in the box provided;
- If the written complaint is received on the Library Comments form, on the website or in a letter or email addressed to the site librarian or site Library staff, attempts should be made to resolve the problem informally, if appropriate, as per a verbal complaint.

- Written complaints should be acknowledged or a response sent within 3 working days by the KLSM or SKEM, as appropriate. If the KLSM or SKEM is absent they should be passed to another member of the KLS SMT who will assess the complaint and either respond, liaise with the Director of Research, Translation and Innovation, or acknowledge receipt of the complaint and explain that it will be dealt with as soon as the KLSM or SKEM returns
- If the complainant is still dissatisfied the complaint will be raised with KLS SMT and, if required, the Director of Research, Translation and Innovation.
- Details of all written complaints should be recorded on the Complaints tab of the [Customer Feedback spreadsheet](#) for the current financial year, stored in the Customer Feedback folder within KLS folder on the K:// drive. Please record the complaint itself (date, time and content) and if possible, the details (name and contact details) of the person complaining

5.0 Responding to complaints

- It is important that all people who register dissatisfaction with some aspect of the Library's service are treated in a courteous, professional manner. This applies whether the complainant is a core user, a non-core user or someone who does not come within the current terms of Library user e.g. a local student or research worker
- The final response should be 'Private & Confidential'
- It should include
 1. An explanation
 2. An apology if appropriate
 3. Details of changes/improvements to be made where appropriate

6.0 Providing Feedback

- All complaints received should be discussed at the relevant KLS team meetings with the intention of using them positively to improve services to users
- Any adverse comments conveyed to KLSM or SKEM by any route and should be discussed and used in the same way to improve services
- Adverse comments made on any questionnaire distributed by the Library or by any other body should be discussed and used in the same way to improve services

Feedback on how complaints have been addressed should be made available to the complainant (as above) and through other feedback mechanisms (e.g. notice boards etc) if appropriate.

7.0 Monitoring

PHE KLS has received very few complaints in the past, therefore every complaint made will be reviewed by the KLS SMT and, where appropriate, feedback given to the Director of Research, Translation and Innovation. Any necessary actions will be agreed and a record of all complaints will be held on file.

8.0 Training

- Library staff will be informed of this procedure as part of a team meeting
- Library staff already undertake customer care training and further training may be requested as required