



Public Health
England

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KLS complaints procedure

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KLS complaints procedure

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1. INTRODUCTION

- 1.1 Comments, complaints and constructive criticism from users are welcomed in the spirit of being open to feedback and seeking to continuously improve our service.
- 1.2 The purpose of this procedure is to make it as easy as possible for a user to register a complaint about any aspect of our service.
- 1.3 KLS will endeavour to extract lessons on quality from complaints, in order to improve services.

2. ROLES AND RESPONSIBILITIES

- 2.1 All users (PHE staff) have the right to make a complaint if they feel an aspect of KLS service has not met acceptable standards.
- 2.2 All KLS staff (in circumstances where a complaint is brought to their attention) have a responsibility to seek to resolve issues quickly and informally, where appropriate, and to escalate complaints according to the criteria specified in this procedure when necessary
- 2.3 Members of KLS SMT will maintain an awareness of complaints and are responsible for responding to complaints which are made in writing, and complaints which had originally been made verbally but which have been escalated to KLS SMT
- 2.4 The Director of the Research, Translation and Innovation Division will have the final say on any complaints which it has not been possible to resolve

3. VERBAL COMPLAINTS (INCLUDING COMPLAINTS MADE BY TELEPHONE)

- 3.1 All verbal complaints should be handled, if possible, at the time they are made. If necessary and feasible, a senior member of staff can be called to assist.
- 3.2 The complaint should be listened to carefully and if it relates to library policy or procedures then the reasons for the policy or procedure should be explained, where appropriate
- 3.3 If the complaint cannot be resolved to the complainant's satisfaction a written record should be made of the complaint and it should be escalated accordingly
- 3.4 Wherever possible, the preference is to have a face to face meeting or telephone call to resolve the complaint satisfactorily to avoid any further

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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, in extreme circumstances where the complaint warrants director-level intervention, the Director of Research, Translation and Innovation

- 3.5 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 the KLS folder on the K:// drive. Please record the complaint itself (date, time, 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

4. WRITTEN COMPLAINTS

- 4.1 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.
- 4.2 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.
- 4.3 Written complaints should be acknowledged, or a response sent within three working days by the KLS 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
- 4.4 If the complainant is still dissatisfied the complaint will be raised with KLS SMT and, if required, the Director of Research, Translation and Innovation
- 4.5 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 the KLS folder on the K:// drive. Please record the complaint itself (date, time and content) and if possible, the

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details (name and contact details) of the person complaining

5. RESPONDING TO COMPLAINTS

- 5.1. It is important that all people who register dissatisfaction with some aspect of the 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
- 5.2 The final response should be marked 'Private and Confidential' and should include an explanation, an apology if appropriate, and details of changes/improvements to be made where appropriate

6. PROVIDING FEEDBACK

- 6.1 All complaints received should be discussed at the relevant KLS team meetings with the intention of using them positively to improve services to users
- 6.2 And adverse comments conveyed to the KLS or SKEM by any route should be discussed and used in the same way to improve services
- 6.3 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
- 6.4 Feedback on how complaints have been addressed should be made available to the complainant (as above) and through other feedback mechanisms (noticeboards, etc.) if appropriate

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7. MONITORING

- 7.1 KLS have 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 complaints held on file.

8. RELATED POLICIES KLS BYELAWS KLS QUALITY STANDARDS