

Wairarapa Library Service Complaints Policy

Purpose

This policy is provide the users of the Wairarapa Library Service with a mechanism for having their concerns about services and/or the actions of staff dealt with in a fair way which resolves conflict in the best interests of all concerned. It is also to have a set of actions available for staff to assist in the resolution process.

Introduction

Most complaints or misunderstandings handled by the librarians revolve around day to day operational matters. In the vast majority of cases these can be adequately dealt with by the staff member concerned through the explanation of library and/or Council policy.

In some instances complaints need to be handed on for a more thorough investigation and/or resolution. A very small number of complaints arise from library users contacting library committee members or Councilors or senior Council staff. These require more direct action behalf of the Wairarapa Library Service to resolve.

Guidelines

1. Where possible complaints should be handled at the time they occur directly between the staff member and user concerned.
2. Complaints of a day to day operational matter that are not resolved in 1. above (lost books, missing property, health and safety issues or disruption to service) should be referred to the senior librarian available for resolution.
3. If resolution of a complaint can not be reached then the complaint should be referred as follows:
 - Should be brought to the attention of the other librarians at the monthly librarians meeting.
 - Refer to the Library Committee for resolution.
4. A complaint against the behaviour of any staff member.
 - Refer to relevant Council procedure.
5. The user who initiates the complaint should be informed that the complaint has been referred to the appropriate body for resolution. This should be done as soon as it is practical following the initial complaint.

6. Once the complaint has been investigated the outcome of this investigation should be communicated to the user involved at the earliest opportunity and in an appropriate manner.
7. Should the outcome of any investigation fail to resolve the issue then the issue should be submitted to the Library Committee for final settlement.
8. Any complaint received in writing should be responded to in writing.
9. Library staff should not be expected to tolerate offensive language or behaviour.
10. All complaints will be taken seriously and every endeavour shall be made to resolve the issues within a reasonable timeframe given meeting times and reasonable time for investigation.
11. Any user who makes a complaint shall have that complaint dealt with confidentially.
12. Complaints directed in the first instance to a Councilor shall be redirected according to the level and nature of the complaint in accordance with the above procedure. In this instance a report shall be made to the Councilor concerned as well as the user.
13. All the libraries within the Wairarapa Library Service are pleased to receive any suggestion for improving services. Where appropriate these suggestions will be discussed at the Librarians monthly meeting and/or the Library Committee meeting.
14. Those making suggestions should indicate if they wish to be informed by the Wairarapa Library Service about the outcome of any such suggestions.