

Complaints Policy

Inspire views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Inspire knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way according to the timescales set out in our complaints procedure
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve services.

Definition of a Complaint

A complaint is any expression of dissatisfaction about any aspect of Inspire.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Inspire.

A complaint can be received through any communication channel.

Confidentiality

All complaint information will be handled sensitively, following all relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Inspire.

Review

This policy is reviewed biannually.

Date approved: 13th Sept 2016

Date reviewed: 21st Sept 2021

Date reviewed: 20th Sept 2023

Complaints Procedure

Publicised Contact Details for Complaints:

Complaints may be made to Inspire in the following ways:

Online: <https://www.inspireculture.org.uk/contact-us/>

E-mail: ask@inspireculture.org.uk

Post: Assistant Chief Executive Officer
Inspire HQ,
Glaisdale Parkway,
Nottingham,
NG8 4GP.

Tel: Ask Libraries – 01623 677200

In person: to any Inspire member of staff

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be logged.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Inspire (for example: customer, member, stakeholder)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take, according to the procedure below
- Inform Ask Inspire so that the details can be recorded on the central log.

Resolving Complaints

Informal stage

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Stage One

If the complaint has not been resolved locally at the informal stage, then the complaint should be formally logged on the complaint and feedback database held by Ask Inspire.

The complaint will then be forwarded to the relevant front line manager or to the person responsible for that area of service.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged within 5 working days of Inspire receiving the complaint, by the member of staff who is responding to the complaint. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Complainants should receive a definitive reply within 20 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

All replies are copied to the complaints database log.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is escalated to the relevant member of the Inspire Leadership Team.

The complaint and previous replies will be reviewed. An acknowledgement of escalation will be sent to the complainant within 5 working days.

A full reply should be sent to the complainant within 20 working days, or at minimum an explanation of investigations done so far.

Stage Three

If the complainant still feels that the problem has not been satisfactorily resolved, they can request that the complaint is reviewed by the Chief Executive and the Inspire Board.

At this stage, the complaint will be passed to the Chief Executive Officer who will, in consultation with Inspire Board members, decide either to:

- a) investigate and respond to the complaint directly, or
- b) convene a complaints panel drawn from non-staff members of the Inspire Board

The request for Chief Executive and Board review should be acknowledged within 5 working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Complainants should receive a definitive reply within 20 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Nottinghamshire County Council Commissioned Services

If the complainant is not satisfied after Stage 3, and the complaint concerns a Nottinghamshire County Council commissioned service, then the complainant may be referred to [Nottinghamshire County Council's complaints team](#) for review.

If the complainant is not satisfied after the NCC review, the complaint should be referred to the Local Government Ombudsman.

Monitoring and Learning from Complaints

Complaints are reviewed quarterly by Inspire Leadership Team and annually by the Inspire Board to identify any trends which may indicate a need to take further action.