

Complaints and Grievance Policy

Sibbertoft Reading Room, Berkeley Street, Sibbertoft, LE16 9UF

Registered Charity No: 304245

Sibbertoft Reading Room is committed to providing a welcoming and inclusive environment for all users. We understand that concerns or complaints may arise from time to time, and we value feedback as an opportunity to improve the services that we provide. This policy will not apply to any complaint or grievance against the organisers of any particular function or activity held on the premises.

This policy outlines the procedure for lodging and addressing complaints and grievances related to the facilities or activities of Sibbertoft Reading Room.

1.0 Scope

This policy applies to all individuals or groups utilizing the facilities and services provided by Sibbertoft Reading Room.

2.0 Definitions

- i. Complaint: An expression of dissatisfaction about the facilities or services provided by Sibbertoft Reading Room.
- ii. Grievance: A formal complaint lodged by an individual or group related to an alleged violation of their rights, unfair treatment, or discrimination.

3.0 Lodging a Complaint or Grievance

- i. Complaints or grievances must be submitted in writing via email or in person to the management committee of Sibbertoft Reading Room via the Secretary of the Committee.
- ii. The complaint or grievance should include a detailed description of the issue, relevant dates, and any supporting evidence, if applicable.
- iii. The complainant's contact details should be provided for further communication and resolution.

4.0 Handling of Complaints and Grievances

- i. Upon receipt of a complaint or grievance, the management committee will acknowledge receipt within five working days.
- ii. The committee will conduct an impartial investigation to gather all necessary information regarding the complaint or grievance.
- iii. The investigation process will be fair, respectful, and confidential, ensuring the privacy of all parties involved.
- iv. The committee will aim to resolve the complaint or grievance within 30 working days from the date of acknowledgment. If additional time is required, the complainant will be informed of the delay and provided with regular updates on the progress.
- v. The committee may request additional information or seek clarification from the complainant or other relevant parties during the investigation.

- vi. If the complaint or grievance involves allegations of illegal activity or serious misconduct, the management committee may involve appropriate external authorities.

5.0 Resolution of Complaints and Grievances

- i. The management committee will provide a written response to the complainant, outlining the findings of the investigation and any actions taken to address the issue.
- ii. If the complaint or grievance is found to be valid, the committee will propose appropriate remedies or corrective actions to rectify the situation.
- iii. If the complainant is unsatisfied with the resolution proposed by the management committee, they may request a meeting to discuss the matter further.

6.0 Confidentiality and Privacy

- i. All parties involved in the complaint or grievance process shall treat the matter with utmost confidentiality and respect the privacy of all individuals concerned.
- ii. Personal information provided during the process will be handled in accordance with relevant data protection laws.

7.0 Non-Retaliation

Sibbertoft Reading Room prohibits any form of retaliation against individuals who raise a complaint or grievance in good faith. Any reprisals or adverse actions against complainants will be treated as a separate violation of this policy and may result in disciplinary measures.

8.0 Policy Review

This policy will be reviewed periodically to ensure its effectiveness and relevance. Any updates or amendments will be communicated to all relevant stakeholders.

By following this policy, Sibbertoft Reading Room aims to address complaints and grievances promptly and fairly, fostering a positive and inclusive environment for all users.

Any complaints are to be made by email to: secretary@sibbertoftreadingroom.co.uk