



CYNGOR LLYFRAU CYMRU  
BOOKS COUNCIL of WALES

# Comments, Compliments and Complaints Policy

**Date considered: 07.2020**

**Approval Date: 07.2020**

## 1 COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY

### .1 Purpose

The Books Council of Wales is committed to providing good quality services and we want to hear your comments and suggestions on how services can be improved and to know what we are doing well.

You can compliment us when we have done something well; this may be about a service you have received, or how helpful a member of staff has been to you.

Sometimes, however, services don't meet your expectations, and when this happens, we need to hear from you. We view a complaint as an expression of dissatisfaction and this may be due to something we have or haven't done, or to someone employed on our behalf such as a contractor.

The Books Council of Wales values your comments and feedback, and wants to show you that we listen, that we learn from our mistakes and that we always try to improve our services.

### .2 Who can contact us?

A comment, compliment or complaint can be made by an individual, by a group of people, or by an organisation that is affected by an action or a failure to act by the Books Council of Wales.

A person who has a comment, compliment or complaint to make can also ask a representative to contact us on their behalf.

### .3 Making a Compliment, Comment or Complaint

If you would like to make a comment, pay a compliment or make a complaint, you can do so in the following ways:

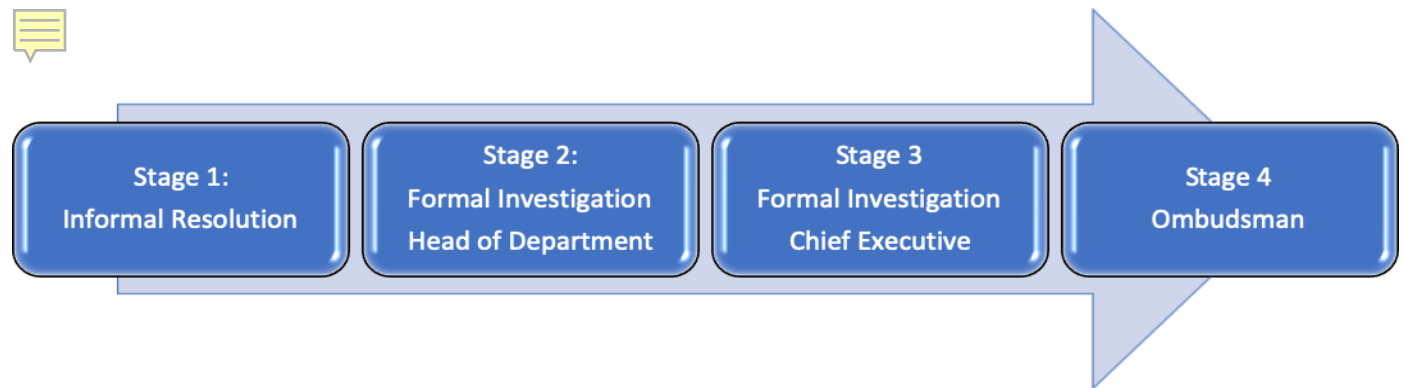
By letter:

The Books Council of Wales  
Castell Brychan  
Aberystwyth  
Ceredigion  
SY23 2JB

By phone: 01970 624151

By email: [castell.brychan@books.wales](mailto:castell.brychan@books.wales)

## 2 HOW WILL YOUR COMPLAINT BE DEALT WITH UNDER THIS POLICY?



### .1 First Stage – Informal Resolution

Our aim is to resolve issues straight away rather than to leave them. If you have a concern, please raise it with the member of staff you're dealing with, and they will try and resolve it for you there and then. If the member of staff cannot help, they will explain why, and you can ask them to proceed to Stage 2 of the policy – Formal Investigation.

#### 2.1.1 Concern regarding member of staff or contractors

If your concern is with regard to the member of staff or contractor dealing with your matter, then please contact the Books Council of Wales's HR team [humanresources@ceredigion.gov.uk](mailto:humanresources@ceredigion.gov.uk) directly who will deal with your concern.

### .2 Second Stage – Formal Investigation

If your concern has not been resolved at the first stage, then it will be considered by a Head of Department as a second stage complaint. Second stage complaints will be investigated by the Head of Department responsible for the area of service which is the subject of the complaint. Your complaint will be acknowledged within 5 working days by post or email.

As part of the investigation process, it may be necessary to telephone you or meet with you at any stage to discuss your concerns.

We will keep trying to resolve your complaint while this process continues, and you should receive a response within fifteen working days of the date that the referral is made to the Head of Department (date of acknowledgment).

If the Head of Department concerned is unable to resolve your complaint within the fifteen working days, then we will contact you to explain what steps are being taken and when you can expect to have a full response.

If you disagree with the response you receive from the Head of Department, you can ask for your complaint to be considered by the Chief Executive within fifteen working days of receiving the response. This will then form the Stage 3 stage.

.3 Third Stage

The Chief Executive will investigate your complaint and review the investigation carried out and may ask to meet with you at this stage.

Once the investigation is complete you will be sent a letter telling you of the findings of the Chief Executive. This will usually be within twenty working days; however, if more time is required to complete the investigation, you will be contacted to confirm a revised timescale.

.4 Fourth Stage

If you are still not happy with the outcome, you have the right to contact the Charity Commission. In order to do this, however, you will be expected to have followed our complaints procedure in full first. Contact details of the Charity Commission:

Address:  
PO Box 211  
Bootle  
L20 7YX

By phone: 0300 066 9197

Website: <https://www.gov.uk/complain-about-charity>  
Email: [post@charitycommission.gov.uk](mailto:post@charitycommission.gov.uk)

The outcome of the investigation will be reported to the Books Council of Wales Executive Team for monitoring purposes.

If your complaint relates to distribution of publishing grants, and you are still not happy with the outcome, you can contact Creative Wales (within the portfolio of the Deputy Minister for Culture, Sport and Tourism), Welsh Government.

Address:  
Creative Wales  
Welsh Government  
Cathays Park | Cardiff | CF10 3NQ  
Phone: 0300 0615976  
Email: [creativewales@gov.wales](mailto:creativewales@gov.wales)

### **3 WHAT WE WILL DO TO RESOLVE ANY COMPLAINT**

The Books Council of Wales will always try to ensure that your complaint is resolved as quickly as possible, and by the member of staff normally responsible for providing that service. We will listen carefully to your complaint and carry out a thorough investigation.

When the investigation has been completed, it may result in an apology or an explanation; in some cases, it could result in a review of an existing policy or procedure, or in providing staff training.

The Books Council of Wales will only be able to look at your concerns if you tell us about them within six months. This is because it is better for you and us to deal with the issue while it is fresh in everyone's mind and the evidence is still available. We may consider complaints which are brought to our attention later than this, but you will need to give us very good reasons regarding why you have not brought them to our attention earlier. In any event, we will not consider any complaint about matters that happened more than one year ago.

### **4 WHAT DO WE EXPECT FROM YOU?**

We understand that in times of trouble or distress people may act out of character.

The Books Council of Wales tries to help each person and will not view behaviour as unacceptable just because the claimant is forceful or determined. However, we also have a duty of care to our staff. We therefore expect you to be polite and courteous in your dealings with us. The Books Council of Wales does not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.