

## **Glasgow Women's Library - Complaints Procedure**

Glasgow Women's Library strives at all times to deliver high quality services, underpinned by our Purpose, Mission, Aims and Core Values, to meet the needs of visitors, users, learners and the broader public.

This Complaints Procedure operates across all aspects of our work. It applies to any formal or informal matter of concern expressed verbally or in writing from any self-employed worker, partner organisation, volunteer, visitor, learner or user.

Glasgow Women's Library welcomes feedback from those using our services and projects when the services provided have not met expectations or needs. We are always pleased to hear your views so that we can take steps to make our services and projects better. We hope to learn and develop from when things have not gone as well as we would hope.

### **How to Make an Informal Complaint About Glasgow Women's Library**

Please speak to a worker at Glasgow Women's Library who will, if possible, deal with your concerns there and then. They will in turn inform other relevant members of the staff team of your complaint and the outcome will be recorded in the Complaints Register.

If you are not in the Library when you wish to raise the issue, please contact Sue John, Director of Operations, Resources and Enterprise on 0141 550 2267 or at [sue.john@womenslibrary.org.uk](mailto:sue.john@womenslibrary.org.uk) who will be happy to listen to the complaint and aim to resolve it informally.

If you remain dissatisfied after these discussions, you are invited to write to the Board of Directors, or get someone to write on your behalf, setting out the matter(s) of concern as a formal complaint.

### **How to Make a Formal Complaint to Glasgow Women's Library**

Please write to Glasgow Women's Library:

The Chair of the Board of Directors  
Glasgow Women's Library  
23 Landressy Street  
Glasgow  
G40 1BP

Or email: [info@womenslibrary.org.uk](mailto:info@womenslibrary.org.uk)

### **What We Will Do Once We Receive Your Complaint**

A member of the Glasgow Women's Library Senior Management Team will record receipt of your letter, email or telephone call in the Complaints Register and acknowledge it within seven days.

An investigation, if appropriate, will be carried out by a Senior Manager not directly involved in the cause of the complaint. If the Senior Manager considers it appropriate, one of the Board of Directors will be involved in the investigation, and if necessary someone external to the organisation.

The Senior Manager will provide a brief report to the Board of Directors, take necessary action and provide a response to the complainant.

We aim to keep any complainants fully informed of the process and will provide a written outcome or response to their complaint. Information from the Complaints Register based on the type of complaint, level and resolution will be reported to and reviewed by the Board of Directors on an annual basis. Data will be held and processed by GWL in accordance with the General Data Protection Regulation 2018.