

GDPL Complaints Policy

Underlying Principles

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Review of complaints is fair, transparent and respectful to all parties.
- Complainants have the opportunity to take their complaints to the Library Director.
- Complainants are provided clear and understandable reasons for decisions relating to complaints.
- Updates are provided to complainants on how their issue is being resolved.
- Complaints are used to assist in improving services, policies and procedures.

Application

This policy applies to complaints received by the Gibsons and District Public Library, about its activities, programs, services, staff or volunteers.

Definition

A complaint is an expression of dissatisfaction about the service, programs, behaviours, actions, or lack of action by the Gibsons and District Public Library as an organization or a staff member or a volunteer acting on behalf of the Gibsons and District Public Library. Examples include, but are not limited to:

- perceived failure to do something agreed upon
- failure to observe policy or procedures
- error made by a staff member or volunteer
- unfair or discourteous actions/statements by staff member or volunteer

Complaint Receipt and Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail or email). An employee who receives a complaint will try to resolve it directly or refer it to the Library Director if unable or unauthorized to. Basic contact information about the complainant including name, phone number and email address should immediately be recorded by staff.

Resolving the Complaint

Every effort should be made to resolve complaints received in a timely fashion. Complaints received in writing should be acknowledged within 2

business days and attempts to resolve the matter within should be made within 10 business days. Complainants should be kept informed of the status of their complaint.

If the Library Director cannot resolve the complaint to the satisfaction of the complainant, the complainant will be referred to the GDPL Appeals Process.

Documenting the Complaint

It is necessary to keep a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved immediately (on the same day it is received). Information about such complaints must be provided to the Library Director and must be recorded and include a description of the complaint, who handled it, what was done to resolve the complaint, timeframe and description or resolution.