



Merry Go Round Toy Libraries
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Complaints Policy and Procedure

1. Aims

We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right.

We aim to:

- 1.1 provide a fair complaints procedure which is clear and easy for anyone who wants to make a complaint;
- 1.2 publicise the existence of our complaints procedure so that you know how to contact us to make a complaint;
- 1.3 ensure that all our staff and volunteers know what to do if a complaint is received
- 1.4 ensure that all complaints are investigated fairly and in a timely way;
- 1.5 ensure that complaints are, wherever possible, resolved and that relationships are repaired;
- 1.6 gather information which helps us to improve what we do.

2. Scope

- 2.1. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Merry Go Round Toy Libraries
- 2.2. Complaints may be made by any person or organisation who has a legitimate interest in Merry Go Round Toy Libraries
- 2.3. We may not respond to anonymous complaints, and we reserve the right to remove any such complaints from public forums.
- 2.4. This policy does not cover complaints from staff or volunteers who should use our Discipline and Grievance policies.
- 2.5. Suggestions for improvement are not included in this policy. If you have a suggestion for improvement rather than a complaint, please inform a member of staff or a volunteer. We shall be pleased to consider it.

- 2.6. We also like to know when you are pleased with the staff or service.

3. Procedure

- 3.1. A complaint may be received verbally, by email or in writing.
- 3.2. All complaint information will be handled sensitively, telling only those who we think reasonably need to know and following any relevant data protection requirements.
- 3.3. Stage One: Complaints should be made in the first instance to the Toy Library Manager (coordinator@mgrtoylibrary.org) in writing or verbally, unless the complaint is about the Toy Library Manager, in which case it should be treated as a Stage Two complaint (below).
- 3.4. Complaints will be handled in a timely manner and you should ordinarily receive a response to your initial complaint within 10 working days. For more complex complaints, an initial response may not contain a proposed resolution.
- 3.5. Stage Two: If you are not happy with the response you receive, you should contact, preferably in writing, to the Management Committee of Merry Go Round Toy Library (committee@mgrtoylibrary.org).
- 3.6. You should receive a written reply to a Stage Two complaint within 15 working days to allow time for the investigation of your complaint, although more complex matters may take longer. The Management Committee may invite an independent person to assist in the review of your complaint. The decision of the Management Committee is final.
- 3.7. You may complain to the Charity Commission at any stage, although they only consider certain types of complaint. More information is available on their website www.charitycommission.gov.uk.

4. Monitoring and Review

- 4.1. A designated Management Committee member is responsible for monitoring complaints and for reporting with recommendations at least annually.

5. Responsibilities

- 5.1. The Toy Library Manager is responsible for responding to an initial complaint.
- 5.2. The Management Committee is responsible for this policy and for its implementation and review. They are responsible for investigating and replying to second stage complaints.

6. Related Documents

Complaints Handling Guidance for Staff and Volunteers

Privacy and Data Protection Policy

General Guidance for Volunteers

This Policy was adopted by:

The Board of Trustees at Merry Go Round Toy Libraries as documented in Committee Meeting Minutes dated 14th March 2024

Date of Next Policy review: March 2025