

Customer Feedback Policy

Date: May 2024

Review Date: May 2027

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Policy Information	
Policy Title	Customer Feedback Policy
Policy Number:	POL 041
Version	0.4
Policy Sponsor	Chief Executive
Policy Owner	Director of Business Support
Committee and date recommended for approval	Business Support Committee May 2024
Date approved by the Board	27 June 2024
Equality Screening Status	<ol style="list-style-type: none"> 1. Screened: 20 November 2014 2. Reviewed: November 2017, January 2021 & May 2024
Rural Needs Impact Assessment Status	<ol style="list-style-type: none"> 1. Rural needs impact assessed: January 2021 2. Reviewed: May 2024
Date Set for Review	May 2027
Related Policies	Customer Feedback Procedures Data Protection Policy Freedom of Information Policy

1. Introduction

1.1 Libraries NI is committed to providing high quality public library services across Northern Ireland. We welcome feedback¹, including complaints, from our customers about their experiences of our services. Feedback allows us to identify and repeat what is good, attempt to correct any problems with our service and helps us improve what we do and how we do it.

2. Purpose

2.1 The purpose of this policy is to:

- underline the worth we place on feedback.
- provide a framework for handling customer feedback including complaints.
- ensure that feedback is collected, managed, and used to help us enhance the customer experience and improve how we do our business, and;
- set processes, including timescales, in place to ensure that feedback is responded to appropriately.

2.2 This policy applies to our customers, our employees and any person who interacts with Libraries NI.

3 Policy Statement

3.1 Libraries NI encourages and recognises the right of our customers to provide feedback and values feedback when given. We expect our staff to respond to feedback courteously and in a manner that, where possible, resolves any dissatisfaction promptly and effectively. Where positive comments are offered, they will be accepted in good grace but generally will not be formally responded to.

3.2 In support of this policy Libraries NI will;

- provide guidance to staff to facilitate the identification, collection and management of feedback, comments and complaints.
- put mechanisms in place to allow feedback to be given in a range of formats (verbally, by letter, e-mail, online or via social media).

¹ Feedback is categorised as - **comments/compliments** – a statement from a customer (i) complimenting Libraries NI on the services it delivers or (ii) suggesting ways in which the service could be enhanced or done differently or **complaints** - a statement from a customer expressing dissatisfaction with the service provided by Libraries NI

- establish procedures to ensure complaints are investigated thoroughly.
- set out the timescales we intend adhering to in acknowledging and providing a full response to customer feedback.
- ensure that there is learning from feedback received, that good practice is replicated and that lessons learned from bad practice and mistakes made are applied across the organisation, and;
- provide a means for customers who feel their complaint has not been addressed satisfactorily or remains unresolved to refer their concerns to the Chief Executive or the Chair of the Libraries NI Board or The Northern Ireland Public Services Ombudsman where it is felt Libraries NI has treated them unfairly.

4. Authority

- 4.1 **Policy Sponsor:** The Chief Executive has overall responsibility for the Customer Feedback Policy.
- 4.2 **Policy Owner:** The Director of Business Support is responsible for ensuring the effective operation of the Policy and the associated guidance and for its regular review.
- 4.3 **Policy Contact:** The Libraries NI Learning and Development Officer is the policy contact in respect of clarification requests.

5. Related Documents

Customer Feedback Procedures
Data Protection Policy
Freedom of Information Policy

6. Review

- 6.1 This policy will be reviewed every three years.