



# **Customer Feedback Policy**

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## 1. Background to the Policy

- 1.1 Libraries NI is responsible for the provision of a public library service in Northern Ireland. We have a **vision** of being a flexible and responsive library service which provides a dynamic focal point in the community and assists people to fulfil their potential. Our **mission** is to enrich and enhance the lives of individuals and communities through promoting and providing a range of high quality library and information services.
- 1.2 Everything we do will be guided by our five **values**: customers come first; nurturing staff; innovating and improving; decisiveness; and accountability.
- 1.3 With these values in mind, Libraries NI will:
  - listen to our customers and respond to their needs;
  - encourage staff to work in partnership with our customers;
  - strive for improvement in all that we do; and
  - base our decisions on a positive engagement with, and understanding of, our customers and their needs.

Libraries NI welcomes feedback, including complaints, from our customers. Feedback allows us to identify and repeat what is good, correct any problems with our service and helps us improve what we do and how we do it.

In recognition of the rights of customers to provide feedback and our commitment to the thorough investigation of any complaints received and to providing a response, it is acknowledged that managerial accountability for the handling of all feedback rests with the Chief Executive. In order to discharge that accountability the Chief Executive has delegated day-to-day responsibility for the handling of Customer Feedback to the Staff and Corporate Development Officer.

## 2. Purpose, application and limitations of the Policy

- 2.1 The purpose of this policy is to:
  - underline the worth we place on customer feedback;
  - establish measures to ensure that all 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 all feedback is responded to.
- 2.2 This policy applies to all customers of Libraries NI.
- 2.3 This policy is not intended for use in relation to: legal matters (e.g. contracts); personnel issues (e.g. grievances) and; malpractice. Separate arrangements are in place to deal with these matters.

### **3 Policy Statement**

#### **3.1 Defining Feedback**

3.1.1 Feedback falls into one of two broad categories: comments and complaints.

3.1.2 A **comment** is 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.

3.1.3 A **complaint** is a statement from a customer expressing dissatisfaction with the service provided by Libraries NI.

#### **3.2 Giving Feedback**

3.2.1 Libraries NI encourages and recognises the right of our customers to provide feedback. We value feedback given verbally and expect our staff to respond to that feedback courteously and in a way that resolves any dissatisfaction promptly and effectively.

3.2.2 Libraries NI also encourages our customers to give feedback in writing and provides a number of ways in which this can be done: by Feedback Form (available at all Libraries NI locations); by letter, e-mail, online or via social media. The procedures and documentation attached to this Policy will provide details of how feedback can be given.

#### **3.3 Providing a Response**

3.3.1 Libraries NI will provide a response to all feedback received. The procedures and documentation attached to this Policy will set out the timescales we intend adhering to in acknowledging and providing a full response to customer feedback.

#### **3.4 Unresolved Feedback**

3.4.1 In the unlikely event that we have been unable to respond to a complaint satisfactorily, then the customer may contact the Chief Executive or the Chair of the Libraries NI Board.

3.4.2 Should a complaint be unable to be resolved by the Chief Executive or Chair a customer may refer their complaint to the Northern Ireland Public Services Ombudsman. The Northern Ireland Public Services Ombudsman investigates complaints for those who feel that a Public Body has treated them unfairly. Details of how to contact the Northern Ireland Public Services Ombudsman will be provided to all complainants.

### **3.5 Learning from Feedback received**

**3.5.1** Libraries NI will put appropriate arrangements in place to ensure that there is corporate-wide learning from feedback received, that good practice is replicated and that lessons learned from bad practice and mistakes made are applied across the organisation.

## **4. Authority**

4.1 It is the duty of all employees of Libraries NI to adhere to this Policy.

## **5. Procedures**

5.1 The procedures supporting this Policy have been set out in the document: Customer Feedback – Procedures. These detail how feedback can be given, the processes in place to respond, the targets set for acknowledging and responding to feedback and the processes in place to manage feedback.

## **6. Section 75 – Equality Duty**

6.1.1 Libraries NI will handle all feedback consistently and in accordance with this Policy and its associated Procedures regardless of who provides the feedback.

6.1.2 Please ask us if you require copies of this Policy and its associated Procedures and Documentation in large print, audio tape or Braille or in a language other than English.

## **7. Review**

7.1 This policy will be reviewed biennially.