

## **BookTrust Compliments, Comments and Complaints Policy**

BookTrust welcomes your feedback on our activities and services. If you have a view on something that you think we could do better or if anything has particularly impressed you, we would love to hear from you. Please see the 'Compliments and Comments' section below for more information.

We're sorry if you're unhappy with anything relating to BookTrust or our activities and services. If you have a complaint, please let us know so we can try and help. This policy sets out how you can make a complaint and what you can expect from BookTrust in dealing with your complaint. Please see the 'Complaints' section below for more information.

### **Compliments and Comments**

If you are happy with BookTrust, have enjoyed using our services, or have any comments you would like us to know about, we would love to hear from you.

The best way to contact us is by email at: [feedback@booktrust.org.uk](mailto:feedback@booktrust.org.uk).

Or you can write to us at:

BookTrust - Feedback  
1 Aire Street, Leeds LS1 4PR

Or you can call us on: 020 7801 8800

### **Complaints**

We also want to know if there is any part of our service, or any other issue regarding BookTrust, that you are unhappy with. We will deal with your complaint professionally and as quickly as we can. As we would like to resolve any complaints as promptly as possible, it is helpful if you can raise any issues with us as soon as possible.

Generally, there will be four stages to the way in which we deal with your complaint, however every complaint is different and it may be sensible for us to amend these processes or leave out some stages in certain circumstances.

#### **Stage 1**

The first thing we ask you to do is to raise the issue with the person concerned, as this is often the quickest way to resolve issues. If you are not sure who to contact, please email information to [feedback@booktrust.org.uk](mailto:feedback@booktrust.org.uk) or contact us using the address and phone number as above.

#### **Stage 2**

If you are dissatisfied with the person's response, or if you don't feel comfortable raising it with them, please get in touch with us on the details below.

The best way to contact us is by email at: [feedback@booktrust.org.uk](mailto:feedback@booktrust.org.uk).

Or you can write to us at:

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1 Aire Street, Leeds LS1 4PR

Or you can call us on: 020 7801 8800

Please include your full name, contact details and details about your complaint (e.g. what it relates to and how you would like to see it resolved).

We will acknowledge your complaint within five working days and will normally provide a substantive response within 10 working days. If the issue is more complex and we can't give you a meaningful response at that time, we will update you on how long we think it will take for us to investigate the issue and respond.

You will be given the name and contact details of the person who is managing your complaint, and wherever possible we'll make sure that your complaint is dealt with by someone who is completely independent of the events complained about.

### **Stage 3**

If you are not happy with the outcome of Stage 2, your complaint will be passed to an appropriate manager or director. The manager or director will acknowledge your complaint within 10 working days. They will normally provide a full response within 30 working days but will keep you informed if a full response may take longer.

You will be given the contact details of the individual who is managing your complaint. We will do our best to ensure that your complaint is dealt with by someone who is completely independent of the events complained about.

### **Stage 4**

If you are not happy with the outcome of Stage 3, your complaint will be passed to the Chief Executive or, where it is not appropriate for the Chief Executive to review the case, to a nominated Trustee. The Chief Executive or Trustee will acknowledge your complaint within 10 working days. They will normally provide a full response within 30 working days but will keep you informed if a full response may take longer.

You will be given the contact details of the individual who is managing your complaint. We will do our best to ensure that your complaint is dealt with by someone who is completely independent of the events complained about.

### **Taking your complaint further**

If you are still unhappy with our response following Stage 4, then you have the option of approaching our regulators. BookTrust is committed to supporting these processes.

BookTrust is regulated by the Charity Commission. You can find information about complaining to the Charity Commission on their website at: [www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission).

BookTrust is also regulated by the Fundraising Regulator and is committed to best practice in fundraising. If your complaint concerns donations or fundraising and you are dissatisfied with the outcome of our investigation, you can refer the matter to the Fundraising Regulator. You can find information about complaining to the Fundraising Regulator on their website at [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk).

If your complaint relates to a data protection issue, BookTrust is regulated by the Information Commissioner's Office. You can find information about complaining to the Information Commissioner's Office on their website at: <https://ico.org.uk>.

### **BookTrust's approach to complaints**

BookTrust takes all complaints seriously and we are committed to resolving complaints in an appropriate, fair and timely way.

We will review all relevant evidence and take a decision based on a thorough investigation of the circumstances surrounding the complaint. We will provide you with reasoned explanations at each stage of the process, including information on any lessons learned or changes made at BookTrust as a result of the complaint.

We will do our best to resolve your complaint to give a good outcome. Depending on the circumstances, we may, for example, offer you an apology or replace materials. Any remedy will depend on our assessment of your complaint and the circumstances surrounding it and we cannot guarantee that a particular remedy will be offered. In addition, we recognise that we have a very diverse audience of beneficiaries and stakeholders with a very diverse range of experiences, backgrounds and perspectives. We will need to consider complaints in line with this Policy and also informed by BookTrust's strategy and approach.

BookTrust may decide to pass a complaint to regulatory or legal authorities (e.g. the Charity Commission or the police) if we consider that there is a reasonable basis to do so.

We keep a log of all complaints received and provide an annual analysis of complaints to our Trustees.

Your information will be handled in accordance with all legal requirements and with our Privacy Policy which can be found on our website [here](#).

### **Situations where we may not respond to a complaint**

On rare occasions we may choose not to respond to a complaint. These include:

- When a complaint is about something that BookTrust has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
- When a complainant is being obviously abusive, defamatory, prejudiced or offensive in their manner or clearly making a political statement.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance, we will determine whether it is necessary for us to reply or not.

If we receive the same or very similar complaints multiple times from you, or we believe we have done all we can to help or that your complaint is vexatious, we will determine whether it is necessary for us to reply or not. In these circumstances we may not investigate further.

When someone unreasonably pursues a complaint that we have already responded to, we may choose not to reply again and we will determine whether it is necessary for us to reply or not.

When a complaint is made anonymously, we cannot respond to the complainant, but we will investigate the complaint and use the information to improve in any way that we can.

BookTrust will not normally respond to complaints posted on social media, which have not been separately sent in writing to the charity.

### **Partner organisations**

BookTrust works with a national network of partnerships and partners, including local authorities, other charities, companies and contractors. We expect all of our partners and other third parties working with BookTrust to have their own complaints policies and procedures in place. If you are unhappy with anything in relation to our partners, please contact them directly to raise your concerns.

If you complain to us and we believe that your complaint relates to the actions of a partner or third party, we will let you know and advise that you contact them directly. We will keep a record of any complaints raised with us but that relate to the actions of a partner or third party and we will review these on an annual basis.

### **Other BookTrust Policies**

BookTrust has in place various policies governing particular aspects of our services including our Safeguarding Policy, Data Protection Policy or Privacy Policy. Any complaint that you make will be dealt with in line with these policies where applicable.

### **Issues not covered by this Policy**

Please note that this Policy is not intended to cover concerns raised by BookTrust staff, Board members, volunteers, contractors or consultants. These groups should use relevant internal policies to raise complaints, including our Grievance Policy, trustee policies, Code of Conduct, agreed contracts and our Whistleblowing Policy. Please contact us to request details of these if required. You are of course free to contact our regulators or other authorities if you feel this is appropriate.

Approved by the Board of Trustees, 4<sup>th</sup> December 2023