

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.

Or you can write to us at:

Feedback

G8 Battersea Studios, 80 Silverthorne Road

Battersea, London SW8 3HE

Or you can call us on: 020 7801 8800

Highlighting problems or making a complaint

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.

How to make a complaint

The first thing we ask you to do if you are unhappy is to raise the matter with the staff member(s) concerned, as this is often the quickest route to getting an issue resolved.

If you are dissatisfied with their response, or if the complaint relates to the staff member(s) and you don't feel comfortable raising it with them, please get in touch with us on the details below.

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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).

How your complaint will be dealt with

Once you have contacted BookTrust on the details above to make a complaint, there are three stages to our complaints process.

Stage 1

We will respond to your complaint as quickly as we can and will try to resolve the issue as soon as possible. We will acknowledge your complaint within five working days of receipt and will normally provide a substantive response within 10 working days.

However, if further investigation is required or your complaint is more complex, we will inform you of this and of the steps we are taking to investigate further and the likely timescale. In such cases we will normally provide a full response within 30 working days, but if our full response may take longer, we will keep you informed.

You will be given the name and 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 2

If you remain dissatisfied, 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 3

If you remain dissatisfied, 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 3, 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: <https://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.

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 handle all complaints impartially and making a complaint will not affect the future level of service you receive from us.

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 you the outcome you want. 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.

BookTrust may decide to pass a complaint to regulatory or legal authorities (e.g. the Charity Commission or the police) if there is a reasonable basis to suspect that an organisation or individual has acted illegally.

We keep a log all complaints received and will 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.

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 let you know. In these circumstances we will not investigate further. You can of course still contact our regulators to voice your concerns if you receive such a decision from us.

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 grievance policy, trustee policies, code of conduct, agreed contracts and 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.