

Policy number	2CCP	Version	2
Drafted by	Vivienne Carson	Approved by Board on	13 April 2023
Responsible person	Mervyn Hall	Scheduled review date	March2022

## **Fermanagh Genealogy Centre Complaints Policy**

### **Fermanagh Genealogy Centre Policy Statement**

FGC will:

- View complaints as an opportunity to learn and improve for the future, as well as an opportunity to correct procedures.
- Provide a fair complaints procedure that is uncomplicated to use, for anyone wishing to make a complaint.
- Handle any expression of dissatisfaction with our service, which calls for a response as a complaint.
- Ensure all complaints are investigated fairly and in a timely way and will exercise all efforts to resolve all complaints and repair relationships.

### **Fermanagh Genealogy Centre Complaints**

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## **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of FGC which includes:

Complaints from any member of the public who accesses FGC services.

Complaints from any organisation that has a legitimate interest in FGC.

Complaints from members or volunteers of FGC.

### **FGC complaints policy covers**

The standard of service you should expect from FGC.

The behaviour of any member of FGC board/volunteers in delivering that service.

Any action or lack of action, by FGC board/members/volunteers.

### **FGC complaints policy does not cover**

Matters that have already been fully investigated through FGCs complaints procedure.

Anonymous complaints.

## **Fermanagh Genealogy Centre standards for handling complaints.**

FGC will treat complainants with courtesy, respect, and fairness. FGC expect that the complainant will also treat FGC complaints' personnel handling the complaint, with the same courtesy, respect, and fairness.

FGC will acknowledge receipt of a written complaint within five working days, with a full written reply within twenty working days. In a minority of cases FGC will not be able to send a full reply within twenty working days of receipt, for example if the complainants' complaint is overly complex. FGC will inform the complainant the reason for the delay, information on any progress and an expected date for a conclusion.

### **Third Party Reporting**

Complainants may wish to have a third-party act on their behalf. A third party is any person or organisation, acting on behalf of the complainant. FGC will need written consent to that effect from the complainant. Where FGC have this authority, FGC will endeavour to take all possible steps to keep the third party informed of progress on the complaint.

## **Confidentiality**

FGC will handle the complainant's information in accordance with GDPR guidelines. Personal Information will be processed and retained appropriately and securely.

## **How to make a complaint to FGC and to whom**

If you wish to make a complaint, you can do so verbally, by email or letter.

All complaints and requests for review under FGC complaints procedure should be sent as follows:

By post: to the following nominated complaints personnel. Two or more complaints personnel will handle each individual complaint.

Frankie Roofe FGC chairperson

Mervyn Hall FGC secretary

Mary Anne Grant FGC website administrator

Vivienne Carson FGC policy administrator

Fermanagh County Museums,

Enniskillen,

Co. Fermanagh,

BT74 7HL

By email: [fgc2012@hotmail.com](mailto:fgc2012@hotmail.com) stating for the attention of the above complaints' personnel.

## **Fermanagh Genealogy Centres Complaints Procedure**

FGC have a two-stage service complaints policy procedure. At each stage it will assist FGC to resolve your complaint quickly if the complainant can give as much clarity and detail as possible. This includes providing any documents and/or correspondence relating to the complaint. Should FGC require more details to resolve the complaint, FGC will contact the complainant for further information. FGC require all verbal complaints to be put into a written complaint before been investigated.

### **Stage 1**

This is the first opportunity for FGC to resolve the complainant's dissatisfaction. FGC expect most complaints to be resolved at this stage. On receipt of the complaint, FGC will fully

investigate your complaint. When another person is named regarding the complaint, they will also be kept informed of any progress and the outcome of the decision.

Oral complaints made in person to a member of FGC (at an event or meeting), will be dealt in line with FGC complaints policy. FGC will nominate members of the complaints personnel to record the complainant's complaint in writing within three working days. The complaint will be acknowledged within five working days thereafter. FGC complaint personnel will then handle the complaint, in accordance with FGC policy for written complaints within a twenty-day period.

### Stage 2

If the complainant is dissatisfied with FGC response at stage 1, they may request a review. This will be carried out by the chairperson, and other members of the complaint personnel. The complainant's request together with all subsequent correspondence, relating to the complaint will be forwarded and fully reviewed.

### Extending time limits

FGC aim to complete our investigation, into all complaints received about our service within the timescales set out above. However, if a complaint is overly complex or requires further breakdown it may be necessary to extend the time limit. This is to ensure FGC have all the information necessary to deal with the complaint. FGC will keep the complainant informed of progress of the investigation and the reason(s) for the delay.

FGC's decision taken at this stage is final. The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Charity Commission can involve itself in, can be found on their website at: [www.charitycommissionni.org](http://www.charitycommissionni.org)

### Variation of the Complaints Procedure

The Board may vary the procedure for appropriate reasons. This may be necessary to avoid a conflict of interest. A complaint about any one of the nominated complaints personnel, should not also have that same nominated personnel member on the complaints panel for this complaint.

## **Resolutions**

The remedy applied needs to be proportionate and appropriate to the failure in service and consider what redress people seek when they complain. An apology is generally the most appropriate action, but other action may also be necessary in some circumstances.

- A full apology, explaining what happened and/or what went wrong.
- New policies will be adopted, or existing policies updated in accordance with the findings of the complaint.
- Putting things right (for example a change of procedure to prevent reoccurrence of a similar kind, either for the complainant or others).

- Training of members/volunteers.
- Financial compensation.

### **Financial Compensation**

In most cases, remedies other than financial compensation will satisfy the complainant. Financial compensation is a final option and will only apply in cases, where the loss is considered to warrant such a payment. Such as in the circumstances of actual direct or indirect financial loss. Examples such, as “Fermanagh Roots” journal being purchased online but not received, FGC would be liable for the monetary loss.

The reason for FGCs decision will be recorded by the complaint personnel and included in FGC response.

Complaint details, outcomes and actions taken are recorded by FGC complaints personnel and used for service improvement. FGC records all complaints received and collates data from them. This data is used to assist FGC to understand what types of problems are most prevalent, and the actions taken to resolve them.

### **Responsibility**

FGC board members have overall responsibility for this policy and its implementation.