

Complaints Analysis 2009/10

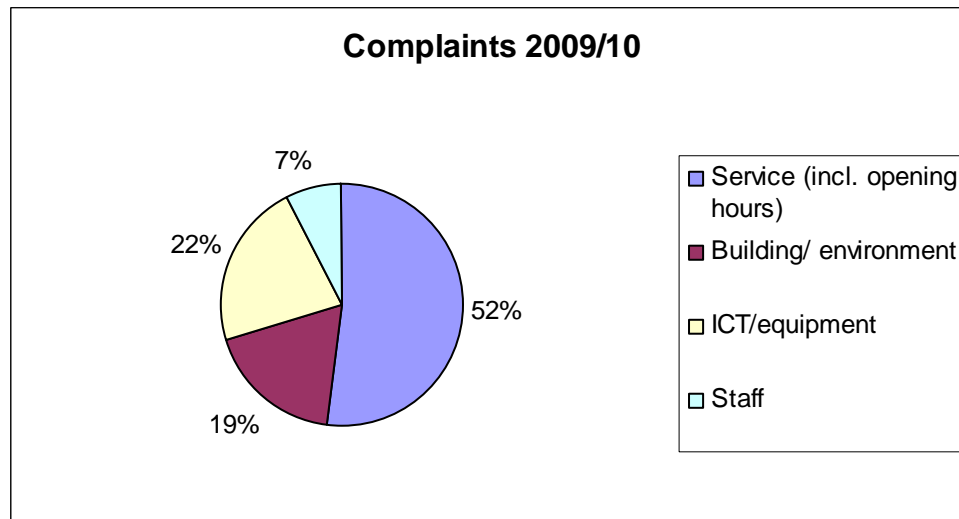
Introduction

Upon receipt of a complaint, the details are logged on to a database. Entries are subsequently updated with information regarding the progress of the complaint through to its completion. The information recorded includes details of the actions taken, lessons learnt and the measures needed to be put into place to avoid repetition of the same mistakes.

Overview

The analysis period for this report is 1st April 2009 – 31st March 2010. During this time, Libraries received 27 complaints from members of the public, an average of 2.25 per month. This is 5 less than last year.

Below is a chart, showing at a glance, the percentage split according to the category of the complaint.



Below is a more detailed breakdown of the nature of the complaints:

- Opening hours – 3 written complaints about reduction in hours in May 2010
- Charges on lost books/ time taken to add replacement
- Problems arising from implementation of new library computer system (access to online catalogue and reservations) - 2
- Late arrival of library notifications/ periodical due to postal strike
- No written invitations received for the reading game party
- Delay in purchase and delivery of replacement printer for Woodston library
- Confusion over booking procedures for reader printer
- Staff unable to give required help on PCs
- Mobile Library driving manoeuvre
- Parking at the Central Library
- Problem with heating in the John Clare Theatre
- Film poster displayed on outside of Central Library considered offensive
- Noise in the library
- Other service users looking at inappropriate content on PCs
- Community Information database not updated as requested

Considering that the library service had to take some unpopular decisions to reduce opening hours in 2009 and also implement a new computer system which is a major upheaval for staff and customers, there were relatively few written complaints about these issues.

Lessons learned

The need for better customer consultation in future where possible

The need to improve communication with customers on changes and what they can expect

The need for more staff training on promoting email notifications, resolving charges issues

The need to modify or clarify procedures where they are not explicit

Summary

In 2009/10, we received less complaints than the previous year despite some major changes to opening hours and the inevitable teething problems due to a change of library computer system. This possibly shows that staff are resolving problems as they occur as they feel more empowered and skilled to deal with complaints themselves so they are not escalated.