



info@arlis.net

www.arlis.net

ARLIS UK & Ireland Complaints Policy

We welcome the involvement of all members in the Society.

We particularly appreciate the contributions of volunteers in this society and we try to ensure that the volunteering experience is a rewarding one.

We try to get things right but occasionally we fall short of members and volunteers' expectations.

We therefore welcome comments on how things can be improved.

However, if something is not resolved to your satisfaction you have the right to make a complaint.

This procedure is set out below.

How can a complaint be made?

We wish to be as flexible as possible in receiving complaints and will ensure:

- Your complaint will be dealt with as quickly as possible
- Handled fairly and politely
- Investigated fully

Complaints can be:

- by letter
- in person
- by email
- on behalf of someone else

Registered address:
ARLIS/UK & Ireland
National Art Library
Victoria and Albert Museum
Cromwell Road
South Kensington
London SW7 2RL

Email contacts:

ARLIS/UK Chair – chair@arlis.net

ARLIS/UK Secretary – info@arlis.net

Our complaints procedure:

STAGE 1: Complaint made

We aim to respond as quickly as possible, preferably within three days but as the society is run entirely by volunteers this is not always possible.

Within our constraints we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding.

STAGE 2: My complaint has been investigated, but I am still not satisfied

At this stage the complaint will be dealt with by the Chair in conjunction with another nominated member of Council, who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to Council and their response will be final.

If the complaint is about the Chair, then the complaint will be dealt with by a nominated member of Council and an independent person co-opted to support the process, who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to Council and their response will be final.

Policy revision history

- | | |
|--|--------------------------------|
| 1. Name of document: | Complaints Policy |
| 2. Originator: | Amanda Russell, Hon. Secretary |
| 3. Date of origination: | February 2019 |
| 4. Council approval: | September 2020 |
| 5. Revision history: | January 2020 |
| 6. Destruction date confirmation: | |