



info@arlis.net

www.arlis.net

ARLIS UK & Ireland Complaints Policy

Context

We welcome the involvement of all members in the Society and seek to support and enrich the profession by fostering greater engagement and understanding of the work and contribution of art libraries and librarians in the museums and education sectors and beyond. Our strategy articulates our purpose: ARLIS is a committed anti-racist inclusive organisation, which actively works toward more equity in the librarianship profession. It works to foster and nurture a deeper perception and understanding of art librarianship and libraries.

We particularly appreciate the contributions of volunteers in this Society and try to ensure that the volunteering experience is a rewarding one. Our Volunteering Policy can be found on our webpages.

Our intention is to embody our strategy in all that we do. If you feel that we have not met this standard, we welcome comments and suggestions on how we can improve. You are also entitled to make a formal complaint. This procedure is set out below. 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 made:

- Online via the [online feedback form](#) (anonymously or with contact details added)
- by email
- in person
- on behalf of someone else

Email contacts:

ARLIS UK and Ireland Chair: chair@arlis.net

ARLIS UK and Ireland Secretary: info@arlis.net

All complaints received will be dealt with confidentially and in accordance with the requirements of the UK General Data Protection Regulation.

Our complaints procedure

Stage 1: Submit a complaint

If you have supplied your contact details, we will send an acknowledgment of your complaint within five working days. Your complaint will then be passed to an appropriate person who was not involved in the events which led to the complaint and who is in a position and has the relevant experience to consider the complaint. We will aim to respond as soon as possible, and in any event within 20 working days. We may need to contact you to ask for more information or clarity before making a final response.

When we provide you with a final response, we will clearly set out the steps we took in investigating the complaint along with our views and reasons for this. Where we identify mistakes in our approach we will acknowledge those mistakes, set out details of remedial steps or changes we think are appropriate in the circumstances, and explain what we will do to prevent the problem from reoccurring. We will also indicate your right to request a review of your complaint if you are not satisfied with our response.

Stage 2: My complaint has been investigated, but I am not satisfied with the outcome

We expect most complaints to be resolved at stage one. However, if you consider the response you have received is not fair or appropriate, you may contact us to request a review of your complaint by the Chair (or one of the other Trustees if the complaint involves the Chair). You should submit this request within 20 working days of receiving a stage one response. An investigation will be carried out and a response provided within 28 working days from receipt.

Policy revision history

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