

# Complaint Summary Report 1 April 2023 to 31 March 2024

## 1. Summary

We record and report on complaints in line with our Complaints Handling Procedure.

This report covers the period 1 April 2023 to 31 March 2024. The Key Performance Indicators (KPIs) in Appendix A show our complaints handling performance for this period.

We also gather feedback information which helps us to continually improve our service.

## 2. **Complaints Handling Performance**

The key points to note are:

* We recorded a total number of 30 complaints.
* All complaints were initially considered at the frontline resolution stage.
* 100% of stage one complaints were closed within five working days.
* Two complaints were escalated to Stage 2 investigation.
* The percentage of the complaints received were:
  + Upheld: 10%.
  + Partially upheld: 3%.
  + Not upheld: 7%.
  + Resolved: 80%.

## 3. Overview and Actions

The Library's senior management are provided with the complaint statistics in Appendix A. Instances of similar complaints received are also highlighted for their review and any appropriate action.

## 4. Awareness

The [Complaints procedure](https://www.nls.uk/contact/complaints-procedure/) page on our website explains our complaints handling procedure. A summary is provided on the main page with a link to more detailed information.

In addition, an internal intranet site provides guidance to staff on all aspects of complaint handling.

## APPENDIX A

### KPI 1

* Total number of complaints received: 30.
* Number of complaints received at Stage 1 (includes escalated complaints): 30.
* Number of complaints received directly at Stage 2: 0.

### KPI 2

Number and performance of complaints at each stage that were closed in full within set timescales of 5 and 20 working days plus any escalated complaints within 20 working days (number and percentage):

* Stage 1
  + Number of complaints closed within timescale: 28.
  + Percentage of complaints closed within timescale: 100%.
* Stage 2 (direct)
  + Number of complaints closed within timescale: Not applicable.
  + Percentage of complaints closed within timescale: Not applicable.
* Escalated complaints to Stage 2
  + Number of complaints closed within timescale: 2.
  + Percentage of complaints closed within timescale: 100%.

### KPI 3

Average time in working days for full response at each stage:

* Stage 1: 2 days.
* Stage 2 (direct): Not applicable.
* Escalated complaints to Stage 2: 12 days.

### KPI 4

Number of complaints at each stage – upheld, partially upheld, not upheld or resolved:

* Stage 1.
  + Upheld: 3.
  + Partially upheld: 1.
  + Not upheld: 1.
  + Resolved: 23.
* Stage 2 (direct).
  + Not applicable.
* Escalated complaints to Stage 2.
  + Upheld: 0.
  + Partially upheld: 0.
  + Not upheld: 1.
  + Resolved: 1.