

LIBRARY SERVICES COMPLAINTS POLICY

Our staff are focussed completely upon providing all of our customers with the best possible service at all times. We always want to hear your suggestions, comments and ideas about how we are doing, and how we might improve all of our services. You can do this at any time by speaking to one of our Customer Services Team or by filling out the [Tell us what you think form](#) on our website.

However, if something does go wrong, we need to know immediately so that we can endeavour to put things right for you. If you are unhappy with the service you have received, please ask to speak to the Library Customer Services Supervisor on duty at our Ground Floor Help Desk in Bannerman during our [staffed opening hours Monday-Sunday](#). Outside of these hours please email library@brunel.ac.uk so that there is a formal time-stamped record of your complaint.

Some enquiries may need to be referred to other staff within Library Services or in other parts of the University which may delay you getting a full response but hopefully most of them can be resolved at the time.

If you are still not satisfied with the response you have received, you can make a Stage 1 complaint about the Library Service to the Customer Services Manager by emailing parminder.singh@brunel.ac.uk or by telephoning 01895 268715. This is also the first stage of the University's [Student Complaints Procedure](#).

Our commitment to you

If you do make a complaint we...

- aim to acknowledge your correspondence within 1 working day (Monday to Friday)
- will update you on progress if we are unable to resolve the matter straight away
- will deal with your complaint in confidence (where appropriate¹)
- aim to respond to your complaint within 5 working days (Monday to Friday).

If you are still not satisfied that the matter has been resolved within Library Services having followed the advice above, you can then submit a Stage 2 complaint via the University's [Students Complaints procedure](#).

The Customer Services Manager maintains oversight of the comments and informal complaints process and produces for the Head of Library Services each year an analysis of the complaints and suggestions received during the previous year, along with Library Services' responses. This analysis is used as a check to determine if general changes are required to Library practices or regulations.

Tim Wales, Head of Library Services

Last reviewed: 22 February 2022

¹ Note: All complaints are dealt with in confidence but matters of policy which require a change in regulations will require formal review by appropriate University managers and committees.