



Your library

Comments and Complaints Policy

LIBRARIES AND LEARNING RESOURCES POLICY AND PROCEDURES

Title:	Customer Comments and Complaints
Approved by:	LLR Management Team
Implementation date:	15 th April 2010

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1. INTRODUCTION

1.1. Purpose

The Customer Comments and Complaints Policy and Procedure exists to provide all members of the University community a formal process for raising comments, concerns or complaints about any aspect of LLR's service.

1.2. Scope

The Policy applies to all members of the University community and visitors to LLR and provides a single general system to deal with complaints. It is restricted to comments and complaints made in respect of LLR.

1.3. Definitions

Word/Term	Definition
LLR	Libraries and Learning Resources
CSM-FS	Customer Services Manager - Frontline Services
CSM	Customer Services Manager

1.4. Legislative and local context

This Policy is in accordance with the following relevant legislation and local policies:

Legislation	University	Library
Equality Act 2010	NTU Complaints Procedure for Students	

1.5. Equality and Diversity

This Policy has been developed in accordance with the University's commitment towards supporting, developing and promoting equality and diversity in all of its practices. When using this Policy, the University expects members of staff to conduct themselves with dignity, honesty and integrity to promote an atmosphere of mutual respect, in accordance with the University's Equality and Diversity Policy. This Policy has undergone appropriate Equality analysis, to comply with the University's legislative responsibilities.

2. POLICY STATEMENT

- 2.1 Comments and complaints can be raised in person, by means of the printed or online forms, via social media or any of the contact routes outlined on the LLR web pages.
- 2.2 All comments and complaints will be responded to within 10 working days and followed through with the individual, where requested.
- 2.3 Where no satisfactory resolution is achieved, individuals should first contact the Deputy University Librarian – Customer Services. If our response is still not satisfactory students can escalate the complaint to the NTU Complaints Procedure for Students; members of staff or people external to NTU can contact the Head of Libraries and Learning Resources

- 2.4 Regular reviews of issues raised will inform planning for future service improvements and summaries will be displayed within the Libraries and online
- 2.5 The process itself will be periodically reviewed by direct consultation with sample complainants, regardless of a satisfactory resolution.
- 2.6 Anonymised personal data will be analysed for equality and diversity reporting purposes

3. PROCEDURES

- 3.1 An electronic form will be made available on the LLR website and print forms will be made available at service points and adjacent to feedback notice boards for customers who wish to put a comment or complaint in writing
- 3.2 Electronic forms will be received in NTU Service Manager and assigned to the relevant CSM for a response; submission boxes for the print forms will be emptied twice a week and forms forwarded to the relevant CSM for a response
- 3.3 If appropriate the CSM will forward the comment or complaint to another member of staff for a response, where this is the case the CSM will receive a copy of the response for tracking purposes
- 3.4 In the event that the relevant CSM is absent, arrangements will be made for a colleague to respond to comment and complaint forms
- 3.5 Where those submitting forms make themselves known and request a response, a reply will be sent via email within ten working days. Illegible, vexatious or frivolous comments will not be responded to
- 3.6 If a response is not possible within ten working days, a holding email will be sent to the individual explaining the delay and informing them of expected timescale for a response
- 3.7 The response will include details of how the comment / complaint can be escalated if the customer is not happy with the initial response
- 3.8 The CSM-FS will monitor customer satisfaction levels with regards the comment / complaint process by emailing a representative sample of customers to ask for feedback a week after they received a response to their comment / complaint
- 3.9 The CSM-FS will:
 - On a monthly basis summarise via the CS Managers team meeting comments and complaints received
 - Record and review anonymised personal data for equality and diversity reporting purposes
 - Produce an annual report of comments and complaints received during previous academic year
 - Produce a representative sample of anonymised comments and complaints for display within the Libraries and online

4 DOCUMENT GOVERNANCE

4.1 Responsibility

Policy Owner	Deputy University Librarian: Customer Services
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4.2 Version Control and Change History

Version Number	Approval Date	Approved by	Amendment
1.0	15 April 2010	Library Managers' Forum	New policy
2.0	5 March 2013	Library Management Team	
3.0	4 March 2014	Library Management Team	Amended LLR Link to Library News Combined Policy and Procedure documents into one
4.0	31 March 2016	Library Management Team	1.4: added hyperlink to NTU Complaints Procedure 2.2: specified time scale for a response 2.3: added specific details of how to escalate complaints 2.4: tidied up wording relating to where summaries are displayed 3.9: removed reference to LLR Link 3.9: clarified what happens to equality and diversity data 3.9: tidied up wording relating to where sample comments and complaints are displayed
5.0	19 April 2018	Library Management Team	1.3: added CSM 2.1: added social media as a method of how to raise comments and complaints 3.2 – 3.4: amended CSM-FS to relevant CSM

4.3 Document Review

The Policy will be reviewed by the Deputy University Librarian: Customer Services and managers in response to statutory changes, changes in University procedures or structures or as a result of the monitoring of the application of the Policy. In any event, the Policy will be reviewed every two years.

Review date: April 2020