

Complaints about Library and Learning Resources staff or services

If you are not happy with our services, what can you do?

If you are not satisfied with any service provided by Library and Learning Resources, or the actions of its staff, please let us know. You can :

- take a complaints form away and return it to us specifying what you consider to be the important facts we need to know.
- complete the online version of the comments, compliments and complaints form at <http://library.bcu.ac.uk/frameContact.htm> Be as specific as possible when filling in the forms. For example, many service points are staffed on a rota basis, so it is helpful to indicate where, when and how you consider the service was unsatisfactory.

What happens next?

We will look into the matter and providing you have supplied us with clear and correct contact details we will give you a full reply as quickly as possible. For complaints, you should receive an acknowledgement within 2 working days and a full response within 10 working days.

The people who investigate are usually in charge of the relevant service area. They will establish if there was a specific member of staff they need to consult, and whether appropriate procedures were followed.

- If we have made a mistake, we will apologise.
- If our procedures are inappropriate we will revise them and ensure that staff are aware of any changes. We will contact you to inform you that the issue has been addressed and to let you know what this means for your particular situation.
- If we conclude that procedures were followed correctly and that they are still appropriate, we will inform you to that effect, and we will clarify for you what our procedures are.
- If your concerns are beyond our ability to address, then we will inform you why and try to suggest other avenues you might wish to follow.
- Other responses will be provided as appropriate if they fall outside these main areas.

If you are still not satisfied with the response you have received, you may then complain directly to Director of Library and Learning Resources. If you are a student the final recourse is the Students' Complaints Procedure. Please consult <http://www.bcu.ac.uk/misc/scp.html> for full details.

Your comments, compliments and complaints about our services will help us to continue to improve services to everyone.