

COMPUTING AND LIBRARY SERVICES COMPLAINTS PROCEDURE

Purpose and Context

In Computing and Library Services we are committed to providing you with excellent service, and we invite your feedback to help us to improve what we do. We recognise, however, that sometimes we may not always provide the high level of service that we promise.

This statement sets out how you can take up any matter you think is unsatisfactory about the service you have received from us.

We promise that we will acknowledge your complaint within one working day, and respond to it within two working days. We will deal with you in confidence, keep you updated, and look at the pattern of complaints to identify areas where we need to improve.

If you have a complaint, here's what you should do:

FIRST STEP

Often a problem can be resolved by simply speaking to a member of staff. This is the quickest and simplest way to deal with problems.

SECOND STEP

If you are not happy that this is sufficient, you can send us a comment using our online [Tell us what you think!](#) form. Alternatively, get a Customer Comment card from any of the help desks and service points in the Library, Heritage Quay or Printing Services. Fill this card in and put it in the Suggestions box in the main stairwell on Floor 4 of the Library or in Heritage Quay. We will acknowledge your complaint within one working day, and respond to it within two working days.

THIRD STEP

If you are still not satisfied with our response, we invite you to contact the head of our customer services team **Lorraine Noel** by email lorraine.noel@hud.ac.uk.

FOURTH STEP

In the unlikely event that your complaint is still unresolved, and you are a student, you can use the formal complaints procedure described in the [Students' Handbook of Regulations](#) which is available to consult on the University website. Members of staff, visitors and any others are welcome to contact **Krish Pilicudale**, the **Director of Digital Information** by email k.pilicudale@hud.ac.uk.

At the end of the process, we will check back with you that we have answered all the points you have raised. If your complaint is upheld, we will also check that you are happy with what we have done for you.

POLICY SIGN-OFF AND OWNERSHIP DETAILS	
Document name:	CLS Complaints Procedure
Version Number:	2.0
Equality Impact Assessment:	
Approved by:	CLS Senior Management Team
Effective from:	9 January 2023
Date for Review:	January 2024
Author:	Head of Business Quality and Planning
Owner (if different from above):	Head of Customer Services
Document Location:	https://unishare.hud.ac.uk/cls/6RegulationsAndPolicies/Forms/

REVISION HISTORY			
Version	Date	Revision description/Summary of changes	Author
V1.0	January 2023	First draft on new template	Business and Finance Manager (content transferred from previous template)