Library Complaints workflow

Need to complain?

1

Contact a member of library staff in the library to resolve the problem

The member of staff will resolve the issue if they can, and will escalate to a colleague if they are unable to help.

You will receive an acknowledgement in one working day and an initial response to your complaint within three working days.

If at this stage you are not satisfied with how we have dealt with your complaint please submit a form to the Student Complaints service.

2

Complete the online Feedback form.

If you use the Feedback form you will receive an acknowledgement in one working day and an initial response to your complaint within three working days.

If at this stage you are not satisfied with how we have dealt with your complaint please submit a form to the Student Complaints service.

3

Contact the library using the library chat service or by email.

Library staff will resolve the issue if they can, and will escalate to a colleague if they are unable to help.

You will receive an acknowledgement in one working day and an initial response to your complaint within three working days.

If at this stage you are not satisfied with how we have dealt with your complaint please submit a form to the Student Complaints service.