

Feedback and Complaints

The University of Sussex Library is committed to providing excellent service. However, we recognise that we do not always get it right. Please let us know if you are not satisfied with any aspect of the Library service or if you wish to make a complaint.

Feedback is used to identify problems and to ensure the continuous improvement of Library services.

How to give us feedback

You can give us feedback:

- In person at the Information Hub or Reception Desk
- By email, library.admin@sussex.ac.uk
- Using the comments form in the Library
- Using the "Chat with Library staff" box on the Library home page
<http://www.sussex.ac.uk/library/>
- By telephone, 01273 678163
- Using Twitter
- By Facebook
- In writing to The Head of Library Planning and Administration, The Library, University of Sussex, BN1 9QL

Making a complaint

1. Sometimes a problem can be resolved immediately by talking to a member of staff or the appropriate manager. If they cannot resolve your complaint straight away, they will explain the reasons for this and give a timescale for when things can be put right.
2. If you are still not satisfied or would rather not talk to a member of staff directly, you should address your complaint in writing to The Director of Library Services, The Library, University of Sussex, BN1 9QL, or by email library.admin@sussex.ac.uk , who will respond within 3 working days giving a timescale for resolution.
3. Whilst we will make every effort to resolve your complaint, if you are not satisfied you should progress the complaint as advised by the Office of Governance and Secretariat at <http://www.sussex.ac.uk/ogs/governance/complaints>

Review / Contacts / References	
Policy title:	Feedback and complaints
Date approved:	
Approving body:	
Last review date:	
Revision history:	
Next review date:	
Related internal policies, procedures, guidance:	<i>Link to location where documents can be found on University website</i>
Policy owner:	<i>Division/area of University</i>
Lead contact / author:	<i>By role – e.g. Information Manager, Head of Finance, etc</i>