Tell us how we’re doing

The Library welcomes your views about our services and the way we deliver them.

How to give us feedback

You can give us feedback in the way that’s easiest for you;

- 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 Ask us a question box on the Library home page http://www.sussex.ac.uk/library/
- By telephone, 01273 678163
- Using Twitter or Facebook
- In writing to The Head of Library Planning and Administration, The Library, University of Sussex, BN1 9QL

How feedback is used

We are committed to providing excellent service. Feedback is used to identify problems and to ensure the continuous improvement of Library services.

Complaints procedure

We know that occasionally things go wrong and we welcome the opportunity to deal with these situations quickly and put things right.

Stage 1 - talk to a member of staff. 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.

Stage 2 - if you are still not happy, please get back in touch, either by responding to the reply we have sent you, or by writing directly to The Head of Library Planning and Administration, 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.

Stage 3 in the unlikely event that your complaint is still unresolved;

- For students: you should progress the complaint as advised by the Office of Governance and Secretariat at http://www.sussex.ac.uk/ogs/governance/complaints.
- All other Library users: you should progress the complaint by writing to The Librarian, who will address the complaint in full within 28 days.