Complaints procedure flowchart

Library staff at service desks are there to help to make your Library experience a positive one. In return we expect you to respect Library staff and fellow readers

Need to Complain?

Contact staff at nearest Service Point

Speaking to the nearest member of staff can often solve the problem. If you feel the need to make a complaint please contact library staff at service points in the first instance.

Contact Library using designated email

If you cannot, or do not wish to make a complaint in person, you can record details of your complaint by completing a feedback form and giving it to a member of Library staff or by completing the complaint section of the form found in the We welcome your feedback section on the Library website. **To help us to resolve your complaint please include the following information:**

- Your name, contact details and membership type if you wish to be contacted with regard to your feedback.
- The specific area to which the complaint applies
- Details of the complaint

Response times:
- Complaints sent by email or post will be acknowledged within one working day of receipt.
- An initial response will be sent within 3 working days.

Contact Senior Management

If, at this stage, you are not satisfied with how we have dealt with your complaint, please contact:

Jane O'Neill
Assistant Director (Library Services)
The McClay Library
Queen's University Belfast
Belfast BT7 1LP
Tel: 028 90976322
Email: j.oneill@qub.ac.uk

Reviewed December 2019