

## Library Comments and Complaints Procedure

We welcome comments and constructive criticism of our services and aim to provide an appropriate and timely response.

Users should make suggestions via one of the following routes:

- web forms on Library web pages - [Library Comments](#)
- Comment cards available at Library Reception Desk and Library Helpdesk
- Email [library.feedback@uea.ac.uk](mailto:library.feedback@uea.ac.uk)

All suggestions and complaints will be forwarded to the member of Library staff best able to address them. If you would like a response, please indicate this on the form and provide your contact details. We will endeavour to send an individual reply to you within 5 working days.

### Complaints procedure

Anyone who believes that they have a complaint on a matter relating to the work of the Library or the services provided should address it using the following stages:

#### Stage 1: Informal complaint to the member of Library staff concerned

If possible, your complaint should initially be addressed to the member of Library staff who is most directly concerned with the issue. Staff will be happy to deal with complaints raised on an informal basis, but if you feel unable to approach the individual directly, you may prefer to speak with a more senior member of Library staff on duty or to put your complaint in writing using one of the channels above.

#### Stage 2: Written complaint

If you feel unable to approach the person who is directly responsible, or if you consider that the matter has not been satisfactorily resolved, you should put your complaint in writing, giving as much detail or background information as possible. You should receive an answer within 5 working days of receipt of the complaint, although this may be in the nature of a holding letter if a detailed investigation is required.

#### Stage 3: Escalation to senior staff

If you are not satisfied with the initial response you receive, you are welcome to address your concerns to a member of the Library Management Team who will investigate the issue further. See <https://portal.uea.ac.uk/library/contact-us>

#### Stage 4: Formal complaint

If you are a student of UEA and if you are not satisfied that the matter has been resolved, you should follow Stage 1 and if necessary Stage 2 of the University's complaint procedure as detailed in the University Calendar.

All other Library users are invited to write to the Library Director who will take the matter further.

Members of UEA Staff may also wish to pursue the matter through the University Grievance Procedures for Academic Staff or Support Staff.