

Library feedback and complaints procedure

Aim of procedure

Library and Knowledge Services (LKS) welcome user feedback on their services and aim to use any feedback to improve performance and to become more responsive to users' needs.

This procedure aims to ensure that all feedback, suggestions and complaints received are considered promptly, and, where appropriate, acted upon. It also aims to ensure that all suggestors or complainants who ask to be updated on any action taken are informed of this.

Making a suggestion or complaint or giving feedback

This can be done in several ways:

- ◆ By speaking to a member of LKS staff, either in person or by telephone
- ◆ By the postcards or message books in the libraries
- ◆ By writing to or e-mailing the library
- ◆ By filling in the feedback form on the library web pages - <http://library.sssft.nhs.uk/librarycontact/have-your-say>

Contact details for the library and individual members of staff are available on library leaflets and from the library website (<http://library.sssft.nhs.uk>)

Where possible, the library will respond immediately to informal feedback or complaints received in person or by telephone.

If you make a suggestion, complaint or piece of feedback that we cannot resolve immediately, please let us know whether you would like to be updated on any action taken, and give contact details.

Handling of suggestions, feedback or complaints

1. Where you have requested a response, we will provide one, wherever possible, within 10 working days. Where possible this will be a final response. However, it may sometimes be necessary initially to acknowledge the complaint/suggestion, and update you on any action taken at a later stage.
2. Where a suggestion, complaint or feedback is not resolved to your satisfaction, you should initially contact the Library and Knowledge Services Manager (Claire.Charnley@sssft.nhs.uk) or, if this is not appropriate, contact her line manager, the Associate Director of IM&T Development (Peter.Kendal@sssft.nhs.uk). Similarly the Library and Knowledge Services Manager may need to refer complaints, suggestions or feedback to line management.

3. If the matter cannot be resolved in this way, it should be logged as a formal complaint via [South Staffordshire and Shropshire Healthcare NHS Foundation Trust's complaints procedures](#).

Suggestions, feedback and complaints reporting

1. The LKS will keep records on written complaints received and action taken.
2. Any issues arising from suggestions, feedback and complaints will be raised for discussion at library meetings as appropriate.

This procedure will be published on the library web pages.

Version	Postholder	Date	Review Date
1.0	Library Services Manager	12.07.12	01.07.15
1.1	Library Services Manager	04/08/2017	04/08/2020

Changes history	Comments & initials
1.1	Details, job titles, feedback mechanisms etc updated