

# Library Services Complaints Policy

## Making a complaint

You can make a complaint to any member of Library Services staff by phone, email, letter, in person or online via our [ASK a librarian service](#). See our [contact page](#).

## Referring a complaint

If you are unhappy with the initial response you can request that your complaint is referred to another member of staff, or a manager. You can make this request by phone, email, letter, in person or via our contact page.

## Responding to your complaint

We aim to resolve 90% of face-to-face enquiries at the first point of contact. We are committed to acknowledging your written complaints within 24 hours. See our [Service Standards](#) for further details.

## Appealing your complaint

If the complaint has not been dealt with to your satisfaction you can request that it is escalated to a member of the Library Services Senior Management Team. If you are still dissatisfied with the Department's response, you can submit a formal complaint using the UAL complaints policy as below.

## UAL Student Complaints Policy

### [Making a student complaint](#)

Library Services complies with the:

- [University Student Charter](#)
- [Disciplinary Code For Students](#)
- [IT Network and Acceptable Code of Use Policy](#)
- [UAL Health and Safety Policies](#)

See also Library Services Policies and Strategies Documents:

- [Guidelines](#)
- [Code of Conduct for Library Services](#)
- [Policy for Minor Misconduct](#)