

## 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? The below steps show our complaints procedure.

### Step 1 - 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.



### Step 2 – 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 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
- The specific area to which the complaint applies
- Details of the complaint

#### Response times:

- Complaints will be acknowledged within one working day of receipt
- An initial response will be sent within 3 working days



### Step 3 – Contact Senior Management

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

Jane O'Neill  
University Librarian and Assistant Director, Information  
Services The McClay Library  
Queen's University Belfast  
Belfast BT7 1LP  
Tel: 028  
90976323  
Email: [j.oneill@qub.ac.uk](mailto:j.oneill@qub.ac.uk)

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