

## **BRYNMOR JONES LIBRARY COMPLAINT PROCEDURE**

<b>Document Classification:</b>	Procedure
<b>Version Number:</b>	5
<b>Effective from:</b>	2 November 2019
<b>Owner:</b>	Customer Experience & Insight Manager
<b>Summary/Description:</b>	This procedure sets out the process through which informal and formal complaints regarding Library Services must be addressed.
<b>Scope:</b>	This procedure applies to all registered students of the University, members of University staff, applicants, and members of the public affected by Library Services, visiting, or using the facilities of the Library.
<b>Related policies/documents:</b>	Regulation for the investigation and determination of student complaints, University Leased Student Handbook, University of Hull-UPP Sites Handbook 2018/19.
<b>Document location:</b>	University website's Library page
<b>Document control:</b>	All printed versions of this document are classified as uncontrolled. A controlled version is available from the university website
<b>Revision Date:</b>	02/2025

### **Introduction:**

The University Library aims to provide a quality service to all that engage with the diverse range of facilities and services here at the Brynmor Jones Library. We publish our commitment as stated in our Customer Services Policy and Service Level Agreements held within the help section of the [Library website](#).

### **Our commitment to you, our Library users, is to:**

- Provide a service which is friendly, helpful and responsive to your needs
- Provide our publicised services at all times, within the constraints of available resources
- Create a pleasant and welcoming environment in which you can work
- Make available materials and information resources appropriate to your needs
- Train and develop our staff so that they continue to provide a quality service
- Use the information gathered from our 'Are we getting it right?' complaints and suggestions scheme, and user surveys to help us improve services

- Publicise service standards for key areas of our activities and publicise our performance against them every month.
- Publicise our range of services, library regulations and opening hours and keep you informed of any changes in these

This procedure provides a fair and accessible process ensuring a timely response to concerns raised.

**Definitions:**

<b>Complaint</b>	An expression of dissatisfaction by anyone using, receiving, or affected by the Library about an action, lack of action, or the standard of service provided by or on behalf of the University's Library Services, that is received within three months of the date of the event taking place or on which the complainant could reasonably be expected to have known about the matter.
<b>Visitor</b>	This term applies to all students, staff and members of the public visiting or using the facilities of the Brynmor Jones Library.
<b>Working day</b>	The University library is staffed throughout the majority of the year and complaints and feedback are welcome at any time, however due to the specific working time of each team within the library a working day will be classified as per below. Any day that is a Monday, Tuesday, Wednesday, Thursday or Friday that is not a public holiday, 24 December or 27 – 31 December.
<b>Library staffed hours</b>	The library is staffed 8.30am to 6pm Monday to Friday and from 9am to 5.30pm Saturday and Sunday. Due to staff availability to resolve individual feedback or complaints Saturday and Sunday are not classed as working days.

**This procedure explains:**

- What constitutes a complaint
- How to make a complaint
- The stages in the complaint process
- How a complaint will be dealt with
- Method of communication

**This complaint process is for use by:**

- Registered students of the University of Hull
- Employees and Academics of the University of Hull
- Associate Members of the University Library
- Registered Sconul access users of the University Library
- Members of the public using library public areas and services

**What this complaint process does not cover:**

- Issues which do not relate to the University's Library Services and/or issues outside of its control
- Any complaint which has previously exhausted this procedure
- Any matter which is subject to on-going legal proceedings
- Complaints deemed to be vexatious or malicious in nature. Should such a decision be taken you will be notified in writing of the reasons for this and signposted to the Regulations for the investigation and determination of complaints by students. Non-student complaints of this nature will receive feedback directly from the Head of Service.
- Concerns raised by a third party where signed consent has not been provided by the person they are representing

**Stages in the Complaint Procedure:**

**INFORMAL COMPLAINT:**

The majority of concerns raised can be resolved at a local level by the relevant site staff/management. You can raise your concerns by contacting the relevant area which your complaint relates to by using one of the following channels:

- The Welcome Desk – During staffed hours a member of our team will at first point of contact seek to resolve any local complaint made in person, or calls can be made to our team directly on 01482 465440. Security cover the desk on non-staffed hours and will triage enquiries to web or email formats. Feedback forms are also available for completion, with confidential storage.
- LiveChat – Our Online chat system is available from all library PCs on this [link](#), information points or your personal mobile device. A member of the team will be online during working hours to seek to resolve or escalate your complaint.
- Website Feedback – For non-staffed hours or if preferred feedback can be sent via our webpage <https://www.hull.ac.uk/choose-hull/study-at-hull/library/services/feedback/libraryfeedback.aspx>
- Email – For non-staffed hours or when email is preferred, complaints and feedback can be sent to [libhelp@hull.ac.uk](mailto:libhelp@hull.ac.uk).

In order to assist in a swift resolution to your complaint, please be specific, clarifying the issues you are dissatisfied with and providing as much information as possible. Include anything you feel is relevant that you wish to be taken into account. Please let us know the outcome you are seeking. Whilst we may not always be able to meet the outcome request, we will always seek a satisfactory conclusion and this information will help us to manage expectations about what can be achieved.

Providing your name and contact details are important to resolving any complaints. Complaints provided without name and contact details of the complainant may result in the complaint not being fully resolved.

**SERVICE LEVEL AGREEMENTS**

- An initial response should be provided within 24 hours of an informal complaint being made. This is to acknowledge the complaint made and provide guidance on the expected resolution time.

- If unable to resolve within the expected resolution timeframe as noted initially, this will be passed to our Customer Experience Managers who will aim to resolve within a further 48 hours. If required this complaint may be passed to an appropriate team for resolution and the customer informed of this escalation.
- Final informal escalation will be to the Customer Experience & Insight Manager who will investigate and provide a response within a further seven working days.
- If this complaint is unable to be resolved through the local informal process then an escalation to formal complaint may be made.

Records will be kept of any discussion or meetings which take place so that should your Informal Complaint progress to a Formal Complaint there is evidence of what steps have already been taken to try and resolve the issues you have raised.

University staff and visitor complaints will be addressed through the informal process only, with escalation to the University Librarian for final resolution following standard informal process.

The University Library will hold for three years an archive of informal complaints and feedback made, and hold web form emails for a twelve month period. This archive will be located within a secure area of the University network.

#### **FORMAL COMPLAINTS:**

If your complaint is considered not suitable for handling as an Informal Complaint, or if you are not satisfied with the response you have received to an Informal Complaint, you may make use of the Formal Complaints process, as explained below. A formal complaint should be submitted by completing the Formal Resolution Stage One complaint form. This is located on the University website (link here: <https://www.hull.ac.uk/choose-hull/student-life/student-support/complaints/student-complaints-formal.aspx>).

A complaint form must be submitted within three months of the date on which the event or lack of action occurred, or on which you could reasonably be expected to have known about the matter. Your complaint should include as much information as possible including the specific issues you wish to raise, any relevant circumstances you would like to be taken into account and the outcome sought. Please note, we reserve the right to refer your complaint to Informal Resolution where it is deemed appropriate to do so.

You may escalate a complaint previously considered under the Informal Complaint process if you are dissatisfied with the response received. In these circumstances the complaint form must be submitted within 15 working days of being notified of the outcome of Informal Resolution. As above this should detail as much information as possible including the reasons for your dissatisfaction with the response received under Informal Resolution.

We will acknowledge receipt of your complaint electronically within three working days, confirming who will be handling your complaint. You will then receive a full written response to your complaint within 25 working days of receipt of the complaint.

At the Formal Complaint stage a full investigation of your concerns will be carried out. As such it may be necessary for the investigator to meet with you. You can be accompanied to any meeting by a friend or representative should you wish. Where there is likely to be a delay in meeting the response

date, for example if we are waiting for further information, we will contact you electronically and advise you of the reason for the delay and inform you of a revised timescale.

There may be some occasions whereby new evidence and/or further information/queries are received from a complainant that require further investigation and a further response(s). A complainant must submit this within 15 working days of receiving the full complaint outcome and in these situations we will acknowledge your correspondence electronically and notify you of when the further response(s) can be expected, allowing sufficient time for a further review of the complaint to be undertaken.

Records will be kept of any discussion or meetings which take place so that should your Formal Complaint be referred for investigation under the University of Hull complaints regulations they are available as evidence of what steps have already been taken to try and resolve the issues you have raised.

Once you are deemed to have exhausted the Formal Complaint Stage you will be notified of this and will be advised on how you can refer your complaint for consideration by the University's Complaints Adjudication Panel, should you remain dissatisfied with the outcome of your complaint under this procedure.

If you are not a student of the university, or the issue complained of does not relate to time spent at the university as a student, this will be the final stage of the complaints procedure and the response received at the Formal Complaint Stage will be final. As such you will receive confirmation of the completion of procedure.

#### **UNIVERSITY COMPLAINT ADJUDICATION PANEL:**

In the event you are dissatisfied with the response received at the Formal Complaint stage of this procedure and you are a student of the university, and/or your concerns relate to your time as a student of the university, and/or you have received notification that your complaint is deemed to be vexatious/malicious, you may refer your complaint for consideration by the University's Complaints Adjudication Panel in accordance with the University of Hull Regulations for the Investigation and Determination of Complaints by Students.

To refer your complaint you must inform the University Complaints Officer in writing at this address [conductandcomplaints@hull.ac.uk](mailto:conductandcomplaints@hull.ac.uk) - within 15 working days of receiving the response at the Formal Complaint stage of this procedure, providing a copy of the response, stating the reasons why you find the outcome unsatisfactory, and explaining the outcome desired.

If your complaint meets the requirements as set out in the Regulations, the complaint will be referred to a Complaints Adjudication Panel within 35 days. The Panel will hear and determine your complaint and Completion of Procedures letter will be sent out to you within 14 days of the Panel being heard.

#### **METHOD OF COMMUNICATION:**

Generally speaking all communication with students will be made via your University email address unless you specifically request communication to an alternative email address. For all non-students, communication will be via the details provided at the time of raising the complaint. It is therefore

important once a complaint has been raised this address is monitored on a regular basis. It is also advisable to check your “junk mail” folder.

**SUPPORT:**

Students are encouraged to access support during the complaint process, should you wish to do so you can seek support from:

- The Student’s Union Advice Centre <https://hulluniunion.com/>
- The University’s Student Wellbeing team <https://hull.service-now.com/student>
- The Disability Inclusion Team <https://hull.service-now.com/student>
- The Learning Support team <https://hull.service-now.com/student>

**CONFIDENTIALITY:**

Everybody involved in the investigation or determination of a complaint in any capacity, including the complainant, must respect the confidentiality of any document or other information generated in, or as a result of, that complaint, and must not disclose such information to any-one other than those who need it for the purposes of investigating or responding to the complaint. No third party should be told any more about the investigation than is strictly necessary in order to obtain the information required from them.

If a complaint has been raised against a member of staff and has been upheld, the person bringing the complaint will be advised of this. However it may not be appropriate to share specific details affecting individual staff members, particularly where disciplinary action is being taken.

Data relating to complaints will be collected and reported upon internally every quarter. An analysis of the type of complaints received will be undertaken and used for training and improvement purposes. Any personal details will not be disclosed.