Complaints policy

1 Purpose

Purpose of the policy

- to listen and respond to negative feedback about our services
- to improve the experience of those using services
- to highlight and remedy any shortfalls in the quality and timeliness of services provided by Information Services – as defined in the service standards displayed on the IS web pages.

2 Complaint definition

An expression of dissatisfaction with services provided by Information Services e.g.

- Efficiency/timeliness of service delivery is unsatisfactory
- A member of staff responsible for delivering the service did not act appropriately
- Quality and availability of spaces or equipment
- Information Services policy is wrong or unfair

3 How to make a complaint

Most complaints can be dealt with informally by contacting our staff and you can do this in a number of ways:

- Talk to a member of our Help Desk staff either in person or by phone
- Complete a comments/suggestions form held in the libraries.
- Email or phone one of our advisory staff
- Contact the Service Desk by email or phone ext 4444
- If your complaint is made in person or by phone, we will try to resolve it immediately or explain what we will do and how long this will take.
- We will acknowledge any written or emailed complaint within 3 working days and give you a full response within 10 working days (Monday-Friday 9-5)

4 What to do if you are still not happy

You should use our formal complaints form if:

- You are not satisfied with how your complaint has been dealt with and you would like to escalate the matter.
- You feel there has been a serious shortfall in the behaviour of our staff or the delivery of our services which should be brought to the attention of the Information Services Management team.
- To make a formal complaint, please complete this form and email it to IS-Directors-Office@brighton.ac.uk
• Your formal complaint will be dealt with by the Information Services Management Team (ISMT) who will reply within 5 working days (Monday-Friday, 9-5)

• At the end of the process we will check that we have answered all the points you have raised.

5 We aim to treat all customers fairly

• Information Services staff will, as far as possible, protect your privacy and treat your complaint as a confidential matter.

• Anonymous complaints will be investigated only if judged to be a legitimate complaint. We aim for 100% customer satisfaction with the complaint resolution process if this is within Information Services control.

6 Recording complaints and outcomes

• A central anonymised record of formal complaints and outcomes will be maintained for monitoring and review purposes and will be considered by the Customer Service Planning Group (CSPG) at its termly meeting.

• CSPG will identify whether further action may be required to improve services.

• An annual summary of complaints received will be published showing the categories of complaints received, outcomes of complaints including customer satisfaction with the outcomes and any actions taken to improve services.

7 Responsibility

• The Director of Information Services has final responsibility for the Information Services complaints policy and procedures which are reviewed annually.

• If your complaint relates to services provided by another university department or academic school the complaint will be recorded by Information Services and referred for action to the service owner and you will be notified.

• Students may also use the university student complaints procedure

• Staff may also use the university’s HR formal procedures