

Dear Information Services user,

Information Services (IS) consists of Customer Support, Library Collections, IT Development and Planning and Administration.

### **Complaints about Information Services**

We take complaints about our services seriously and will investigate and learn from matters raised by our customers. Complaints may be made through any of the official channels of the University.

Should you wish to complain directly to the Information Services department please follow the process outlined below which also outlines the response procedure you can expect from Information Services. We will respond to your complaint using these procedures however the complaint is brought to our attention.

Please note that complaints are recorded by the Information Services Quality & Standards Officer for record management and resolution monitoring.

#### **Stage 1: Verbal complaint**

In most cases a verbal complaint made to a member of staff will be dealt with immediately. A complaint may be referred to a more senior member of staff for informal resolution if the customer is present or a response will be sent by email.

#### **Stage 2: Written complaint**

Anyone wishing to make a more formal complaint is asked to email **is-feedback@kent.ac.uk** or complete the form with this letter and hand it to a member of staff or send it to the address at the top of the letter. The Quality & Standards Manager will acknowledge the complaint and ensure it is passed to the Senior Manager most directly concerned with resolving the issue. The Quality & Standards Manager will report back to you, where possible within three working days offering a proposed resolution or to indicate an agreed timescale for the next course of action.

#### **Stage 3: Taking your complaint further**

If you are not entirely satisfied with the outcome of a complaint or feel your complaint is of a serious or personal nature please write to me directly or telephone to make an appointment.

Further investigation of the complaint will be undertaken which may require meetings to be held with relevant parties to progress the matter. You will be kept informed of progress and notified in writing of the conclusions and actions Information Services intend to take.

#### **Stage 4: Complaint to Director of Information Services**

If you are in anyway unhappy with the outcome of Stage 3 you should write detailing your complaint to the Director of Information Services, Templeman Library, University of Kent.

Anyone who feels that their complaint has not been resolved satisfactorily at any stage may refer the complaint to the Pro Vice-Chancellor responsible for Information Services, Vice-Chancellor's Section, Registry, University of Kent and the University's formal complaints procedures will be instigated.

In the majority of cases complaints are successfully resolved at Stage 1 or 2.

Gill Woodhams  
Assistant Director, Planning and Administration (IS)

