

# ual:

## 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 via our [ASK a librarian service](#).

### Referring a complaint

- If you are unhappy with the initial response, you can request the 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 [ASK a librarian service](#).

### 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 Service 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

[www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/making-a-student-complaint/](http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/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](#)

Document Owner – Customer Service Group