How to make a complaint if you aren't happy with Computing and Library Services.

I'm not happy with an aspect of your service or the way you've treated me

Come and talk to one of our frontline staff. We'll try to sort it out for you

That's not helped. And now I'm….

Upset

Frustrated

...or just plain Angry

Tell us you want to make a formal complaint.

We will either get a more appropriate person to hear your complaint or ask you to complete a Customer Comments Card.

Either way your complaint will be recorded. If we can't deal with it personally, you will receive an acknowledgment within one working day.

Your complaint will be forwarded to the appropriate CLS staff who will investigate and supply a response or update within 2 working days.

Our response will always contain a right to reply and you may receive an independent follow-up e-mail to ask if you are satisfied with the outcome.
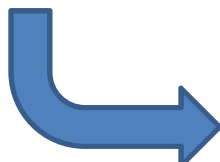
Yes. I'm Happy Thanks!

We hope you are satisfied with the outcome but if not, get back to us and your complaint will be reviewed, often by a more senior member of CLS

No. I'm still not satisfied.

Come back and see us again soon!