



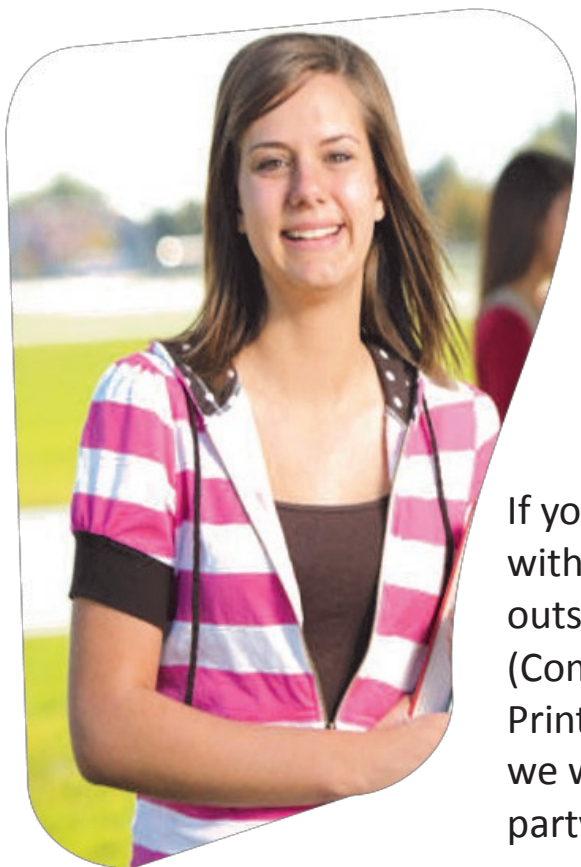
Tell us

What you think

**A guide to giving feedback and making
comments and complaints at your Library**

HELP US TO GIVE YOU A BETTER SERVICE

Help us to give you a better service



We want to provide you with the best service we can and to do this we need to know

- If things go wrong
- If we are doing things well
- If you have ideas on how we could do better

If you have a problem with one of our outsourced services (Computer Services, Printing/Photocopying), we will let the relevant party know.

Once we know the issue we will clarify our approach with you, or review the service in light of your feedback.

How to give feedback

You are welcome to give us your feedback and comments

- Directly to the person you have been dealing with or you can request to talk to another member of staff. (Contact details below).
- Via the Suggestion Boxes on both floors
- Via a Feedback Form available at the Library Desk



If you feel strongly about an issue and/or have a serious complaint that has not been resolved to your satisfaction please send it in writing to the Librarian. (Contact details below)



What we'll do when we receive your feedback.



The Library follows the DkIT procedure for all formal complaints as set out at <https://www.dkit.ie/complaints>

We will acknowledge receipt of your complaint within 5 working days and inform you of further actions. Complaints made in person or over the phone will be acknowledged straight away and you will be informed about any further steps taken within 5 working days.

The appropriate member of staff will investigate your

complaint and may also call on external help when looking at an issue.

We will investigate your complaint, and if it is clear that we were at fault, we will apologise and try to put things right as soon as possible

We appreciate that some complaints may be about our policies. Library policies are reviewed regularly based on feedback received.

This brochure is published on the DkIT website at www.dkit.ie. Follow the links for **Library – Services and Facilities – Comments and Complaints Procedures**.

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