



LIBR4  
23/01/19  
LKSM  
Review:  
12/2020

## How to make a complaint about the Oliveira library services

If you are in any way unhappy with the service you have received from the Oliveira Library, we would like to hear from you, and we will do our best to resolve the issue as quickly as possible

Please address your library complaint to:

**Anne Lancey**  
**Library & Knowledge Services Manager**

*by telephone*      **01983 534519**      9am -5pm Monday – Friday  
(the library staff will let you know when she is next available as the post is part time)

*by letter*                      If you would prefer to write, please address your letter to:-  
**Oliveira Library**  
**The Education Centre**  
**St Mary's Hospital**  
**Newport**  
**PO30 5TG**

*by e-mail*                      **anne.lancey@iow.nhs.uk**

We aim to resolve your complaint to your complete satisfaction by following the procedure below:

### Complaints will be...

- referred to the Library and Knowledge Services Manager, or alternatively, the deputising cover
- treated seriously and in confidence
- acknowledged by telephone, e-mail or in writing within 24 hours of receipt by the Library & Knowledge Services Manager or deputising cover
- answered in full, in writing, within 15 working days of receipt by the Library & Knowledge Services Manager or deputising cover

Where remedial action is required this will be put in place as outlined in the full written answer, or built into the annual plan for the following year

If you are dissatisfied with how your complaint is being handled, please call, or write to:-

Jacqui Skeel, Assistant Director, Organisational Development  
at the Education Centre as above    Tel: 01983 822099 x3249