We always welcome your thoughts about our services, as well as any suggestions you may have to improve them. We will investigate any complaints you raise, and we will do our best to sort out any problems as quickly and as helpfully as we can.

All feedback is valued and treated seriously. We reply to every comment, suggestion and complaint we receive within two working days, and do our best to adapt our service to meet your needs. If we are unable to agree to a request you have made (for example, where there is a significant cost) then we will fully explain this to you. All comments are recorded and periodically analysed as part of the ongoing review of our services, policies and procedures.

If you have a suggestion, comment or complaint, there are a number of different ways to contact us:

**Speak to a member of staff**

We aim to deal with any issues that you raise immediately. When this is not possible (for example, when further advice is needed from a colleague) you will receive a reply as soon as possible.

**Telephone or email us**

Please call or email us and your comments will be passed to the appropriate member of staff. Alternatively, find the contact number of an individual member of library staff from the Contact us section of our website.

Kings Norton Library  
T: +44 (0) 1234 754444  
E: library@cranfield.ac.uk  
W: https://library.cranfield.ac.uk/knl/contact
Fill out a form

“Tell us what you think” by filling out our form, available from the Contact us section of our website. Use this to let us know about general suggestions, comments or complaints, and remember to leave your personal details so we can reply to you. If you prefer, we also have postcards for you to fill out, which are available from any of our service desks.

If you are unhappy with the response we give you, please write to:

Simon Bevan
University Librarian
Kings Norton Library
Cranfield University
Cranfield
Bedfordshire
MK43 0AL

T: +44 (0) 1234 754448
E: s.bevan@cranfield.ac.uk

Simon will reply to you within ten working days of receiving your complaint.

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