

Customer Feedback

Complaints, suggestions and compliments received from our customers (submitted via comment cards and an online feedback form) are acknowledged and responded to when they are received.

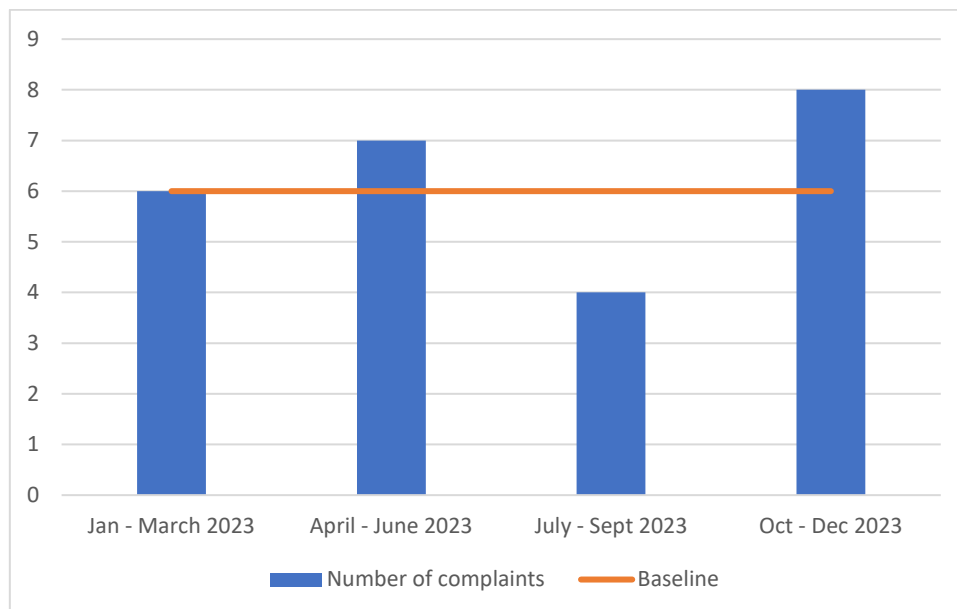
On a quarterly basis we review all customer feedback and consider trends and performance which informs any strategic developments that we may need to take to develop our services.

The feedback that we receive generally falls into one of these categories:

- Our collections (i.e. books and journals, both print and online)
- Noise in the Library
- Our food and drink policy in the Library
- The environment (e.g. temperature, cleaning, security)
- The service our colleagues provide
- IT (including hardware and software and access to PCs)

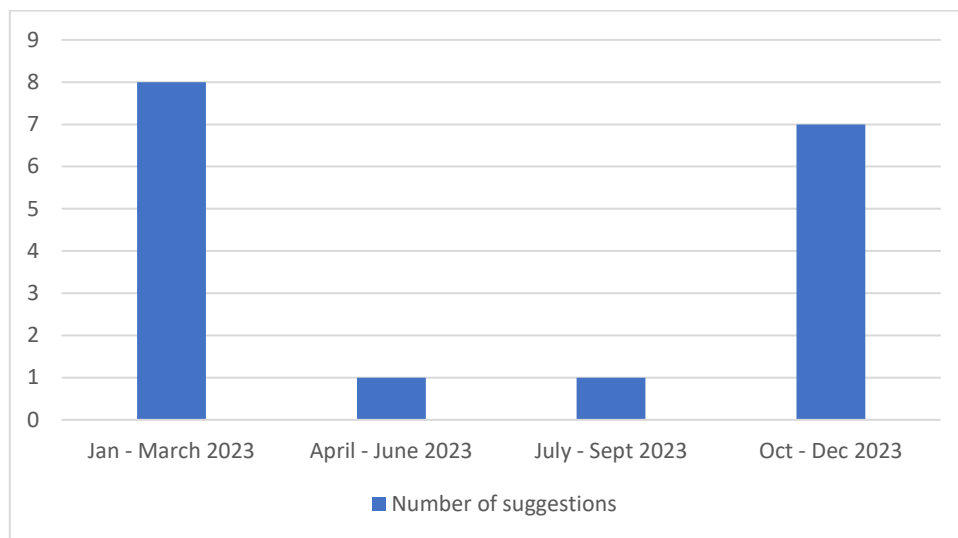
We aim to keep our complaint numbers below 6 per quarter, current performance against this baseline is:

	Number of complaints	Baseline
Jan - March 2023	6	6
April - June 2023	7	6
July - Sept 2023	4	6
Oct - Dec 2023	8	6



We track the number of suggestions we received per quarter, current performance is:

	Number of suggestions
Jan - March 2023	8
April - June 2023	1
July - Sept 2023	1
Oct - Dec 2023	7



We aim to receive in excess of 12 compliments per quarter, current performance against this baseline is:

	Number of compliments	Baseline
Jan - March 2023	34	12
April - June 2023	34	12
July - Sept 2023	32	12
Oct - Dec 2023	29	12

