

Complaints Procedure

Information Services and Systems (ISS) Library, IT Services, Swansea Employability Academy & SALT

We welcome your feedback to help us continually improve our services. Please get in touch with us about any aspect of our services or if you wish to make a complaint. Complaints will be handled in accordance with the University's Student Complaints Procedure:

Stage 1: Informal resolution

We aim to resolve complaints quickly and easily on an informal basis at the time the problem first occurs and with the individual(s) and/or ISS service manager involved. Please raise your complaint as soon as possible and within three months of the date of the event giving rise to the complaint:

In person: Please raise your concern with the member of Library, IT Services, Swansea Employability Academy or SALT staff responsible for that service or at our Library Information Desks. Customer Service staff can advise you about the most appropriate service manager to contact.

By e-mail: E-mail us at customerservice@swansea.ac.uk

Suggestion card: Fill in one of our suggestion cards available in our central halls, near the Information Desks.

We will respond to your e-mail or written complaints as soon as possible within five working days. If you are dissatisfied with the response provided by the ISS service manager or individual to whom you first addressed your complaint, or you feel unable to approach the individual(s) concerned directly, please e-mail, telephone or ask to see one of the senior members of ISS staff, who will respond as soon as possible and normally, within five working days:

Steve Williams (Associate Director, Head of Libraries) 01792-295167 s.r.williams@swansea.ac.uk

Steve Owen (Associate Director, Head of IT Services) 01792 513147 s.g.owen@swansea.ac.uk

Jane Thomas (Director of SALT) 01792 518533 jane.thomas@swansea.ac.uk

Emma Dunbar (Head of SEA) 01792 606471 e.j.dunbar@swansea.ac.uk

Stage 2: Formal written complaint to the Director of ISS

If we are unable to resolve your complaint informally at stage 1, you may escalate it to Stage 2 in accordance with the University's Student Complaints Procedure. Please write to Mike Day (Chief Digital Officer) mike.day@swansea.ac.uk, within 21 days of the notification of the outcome at stage 1. The CDO will respond to the complaint normally within 20 working days of receipt.

For further information on the Swansea University Student Complaints Procedure, please visit: <https://www.swan.ac.uk/academic-services/academic-guide/conduct-and-complaints/complaints-procedure/>

All comments and complaints are handled with the strictest confidentiality at all times.

Digital Technology Acceptable Use Policy: <https://www.swansea.ac.uk/media/Digital-Acceptable-Use-Policy-V1.0-October-2019.pdf>

Library Regulations: <https://www.swansea.ac.uk/media/Library-Regulations-v-1-0-Sep2018.pdf>