

### 1. Purpose of the policy

- to listen and respond to negative feedback about our services
- to improve the experience of those using services
- to highlight and remedy any shortfalls in the quality and timeliness of services provided by the Design Archives

### 2. Complaint definition

An expression of dissatisfaction with services provided by the Design Archives e.g.

- Efficiency/timeliness of service is unsatisfactory
- A member of staff responsible for delivering the service did not act appropriately
- Quality and availability of spaces or equipment
- Conditions of Access policy is wrong or unfair

### 3. How to make a complaint

Most complaints can be dealt with informally by contacting our staff and you can do this in a number of ways:

- Talk to a member of staff either in person
- Email us at [designarchives@brighton.ac.uk](mailto:designarchives@brighton.ac.uk)
- Contact us by phone on +44(0)1273 643217 and +44 (0)1273 643209

If your complaint is made in person or by phone, we will try to resolve it immediately or explain what we will do and how long this will take.

We will acknowledge any written or emailed complaint within 5 working days and give you a full response within 14 working days (Monday-Friday 9-5).

### 4. What to do if you are still not happy

You should use our formal complaints form if:

- You are not satisfied with how your complaint has been dealt with and you would like to escalate the matter
- You feel there has been a serious shortfall in the behaviour of our staff or the delivery of our services which should be brought to the attention of the Head of the School of Humanities and Social Science, Professor Stephen Maddison

To make a formal complaint, please complete this form and email it to:

[S.C.Maddison@brighton.ac.uk](mailto:S.C.Maddison@brighton.ac.uk)

Your formal complaint will be dealt with by the Head of School who will reply within 10 working days (Monday-Friday, 9-5).

At the end of the process we will check that we have answered all the points you have raised.

#### **5. We aim to treat all customers fairly**

Design Archives staff will, as far as possible, protect your privacy and treat your complaint as a confidential matter.

Anonymous complaints will be investigated only if judged to be a legitimate complaint.

We aim for 100% customer satisfaction with the complaint resolution process if this is within the Design Archives control.

#### **6. Recording complaints and outcomes**

An annual summary of complaints received will be published showing the categories of complaints received, outcomes of complaints including customer satisfaction with the outcomes and any actions taken to improve services.

#### **7. Responsibility**

- The Archive Director has final responsibility for the Design Archives Complaints Policy and Complaints Procedures which are reviewed annually
- If your complaint relates to services provided by another university department or academic school the complaint will be recorded by Design Archives and referred for action to the service owner and you will be notified
- Students may also use the university student complaints procedure
- Staff may also use the university's HR formal procedures

## Design Archives Complaints Form

Please ensure that you have taken all necessary steps to have your complaint addressed by informal discussion before completing this form. See the **Design Archives Complaints Policy**.

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*To be completed by the person submitting a formal complaint*

Name	
Email Address	
Contact Telephone Number	
UoB School/Department (if applicable)	

Please give details of your complaint, giving as much information as possible.

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Please indicate what steps you have taken, including dates, to resolve your complaint by informal discussion and explain why you are unsatisfied with the response.

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Please indicate, without prejudice, what outcome or further action you wish to see taken to address your complaint.

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Signature .....

Date .....

\* The completed form, together with any supporting documentary evidence, should be emailed to the Head of the School of Humanities, Professor Stephen Maddison [S.C.Maddison@brighton.ac.uk](mailto:S.C.Maddison@brighton.ac.uk)

\* Remember to save a copy of this completed form for your records