

DTS Complaints Policy

1. Purpose and Scope

- 1.1 The purpose of this policy and procedure is to specify how Digital Technology Services (DTS) deals with complaints that it receives.
- 1.2 Complaints are defined as any expression of dissatisfaction, whether justified or not, about any aspect of the Digital Technology Services function.

2. Receipt of Informal Complaints

- 2.1 Digital Technology Services welcomes feedback about the services it provides. It provides a number of feedback channels including the Library IT Counter, the IT Service Desk, email contacts, an online feedback form, and social media.
- 2.2 Complaints are brought to the attention of the relevant team when they are received. The aim is to resolve the issue as quickly as possible. An initial response to the complainant will be made within a maximum of five working days, in line with the DTS target response times.
- 2.3 If the informal complaint concerns services provided by other parts of the University, or academic matters, the complaint is recorded and the information forwarded to the relevant University department for action. In some cases, Digital Technology Services may aggregate complaints (e.g. comments about Library temperature) before passing them on.
- 2.4 All feedback and complaints (with the exception of sensitive complaints) are collated and reviewed by staff to ensure an appropriate response has been (or will be) provided. A summary is reviewed monthly by managers within Digital Technology Services and follow up actions are identified. Responses are given to those users who request it.
- 2.5. All Digital Technology Services front line staff receive training and information about handling complaints.

3. Receipt of Formal Complaint

- 3.1 Formal complaints should be submitted via the Digital Technology Services staged complaint process.
- 3.2 If a complainant is not satisfied with the response received from Digital Technology Services, the complaint can be escalated to the University Complaints process.

Document control

VERSION	SECTION	KEEPER	REVIEWED	APPROVING AUTHORITY	APPROVAL DATE	START DATE	NEXT REVIEW
1.0	N/A	DTS	Biennially	DTS SMT	April 20	April 20	April 22
2.0	N/A	DTS	Biennially	DTS SMT	April 22	April 22	April 24