

## Customer Complaints

Site by Site Review of Written Customer Complaints and Actions Taken 2008 /2009

<b>LIBRARY / NATURE OF COMPLAINT</b>	<b>ACTION / RESPONSE</b>
<b>Central Library</b> Poor customer care.	Explanation provided that we wish to discourage participation in games of chance on library premises.
Young People engaging in disruptive behaviour in the computer area.	User advised that the two youths at the centre of the disturbance were asked to leave the library and would not be allowed to return until assurances were received about good conduct in the future.
Increase in noise associated with private conversations.	User advised that we are trying to provide a space for people to study or read but that we do not wish to deter those who might not want to visit if we returned to an atmosphere of enforced silence.
Printing problems with the People's Network resulting in a loss of printouts.	User provided with an explanation of our IT procedures. We offered to print the missing pages free of charge.
A CD borrowed from the Central Library would not play on the customer's own equipment.	We tested the CD on a library computer and it was found to produce good sound quality. We were unable to offer a refund.
<b>Kimberworth</b> Insufficient stock for this reader.	The stock was being refreshed and the gaps were only of a temporary nature.
<b>General</b> User unable to access a particular web site using the People's Network.	We needed additional information about the specific web site in order to resolve this.