

[illegible]

Date received:

Action Taken:

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If you are not happy with the HR Directors reply your next point of contact would be the Trust Chief Executive.



kgb-tr.library.index@nhs.net



<http://kghlibrary.koha-ptfs.co.uk/library-catalogue/>



Comments, Complaints, Compliments & Suggestions

**Tell us what
you think!**



Kettering General Hospital
NHS Foundation Trust

Knowledge & Library Service

Phone: **01536 492862** *(Voicemail out of hours)*
Library Email: **kgh-tr.library.index@nhs.net**

Compliments, Comments & Suggestions: -

Are you happy with a service you have received from the Kettering General Hospital Library Service?

Have we: -

- Done something well.
- Gone above the call of duty.
- Provided a good service.



We also want to know if you have any comments, suggestions or ideas on how we can improve the way we do things, or just to aid us to provide the evidence to gain the support we require from other areas.

You could comment on:

- An issue with the library facilities.
- Problem with a computer.
- Training guides/leaflets.



You could suggest:

- Ways we can improve a service/facility.
- A new service we could offer.
- Books (*including non-medical*) that would aid you in your work.

Please don't just discuss issues with your friends or keep them to yourself, let us know by completing the form on the right.

Leave as much detail as possible.

Thank you.



Complaints: -

We know that no matter how hard we try, there will be times when you are not happy with the standard of service we offer.

We would like you to tell us if:



- You think we have failed to do something to the agreed standard.
- You think we have done something we should not have.
- We were slow or inefficient in helping you.
- A member of staff refused to help or advise, or treated you unfairly or rudely.
- A facility is not working to the standard you expected.

We hope that most problems can be rectified easily.

All complaints are taken seriously and we will do our best to learn from them.

Complaints will be investigated in a fair and confidential way.

Making a complaint about us does not mean you will be treated differently to any other member in the future. You will always be treated politely and with respect.



Complaints made in an abusive manner will not be considered.

Comments Form: -

We welcome your views on the services and facilities we provide.

If you would like to comment, compliment us on our service or alternatively you have a complaint about the service you have received or facilities available please let us know by completing this form.

You may also use this form to suggest an item for library stock or a service/facility you would like us to provide.

It is optional, but if you leave your name we will, where appropriate, reply.

Date:

Title: First Name:

Surname:

Position:

Dept/Home Address:

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Email:

Tel:

Continued overleaf.....

Once completed please place this form in our comments box (*available on the Enquiry Desk*)

We thank you for your comments.