

Customer Feedback

Complaints, suggestions and compliments received from our customers (submitted via comment cards and an online feedback form) are acknowledged and responded to when they are received.

On a quarterly basis we review all customer feedback and consider trends and performance which informs any strategic developments that we may need to take to develop our services.

The feedback that we receive generally falls into one of these categories:

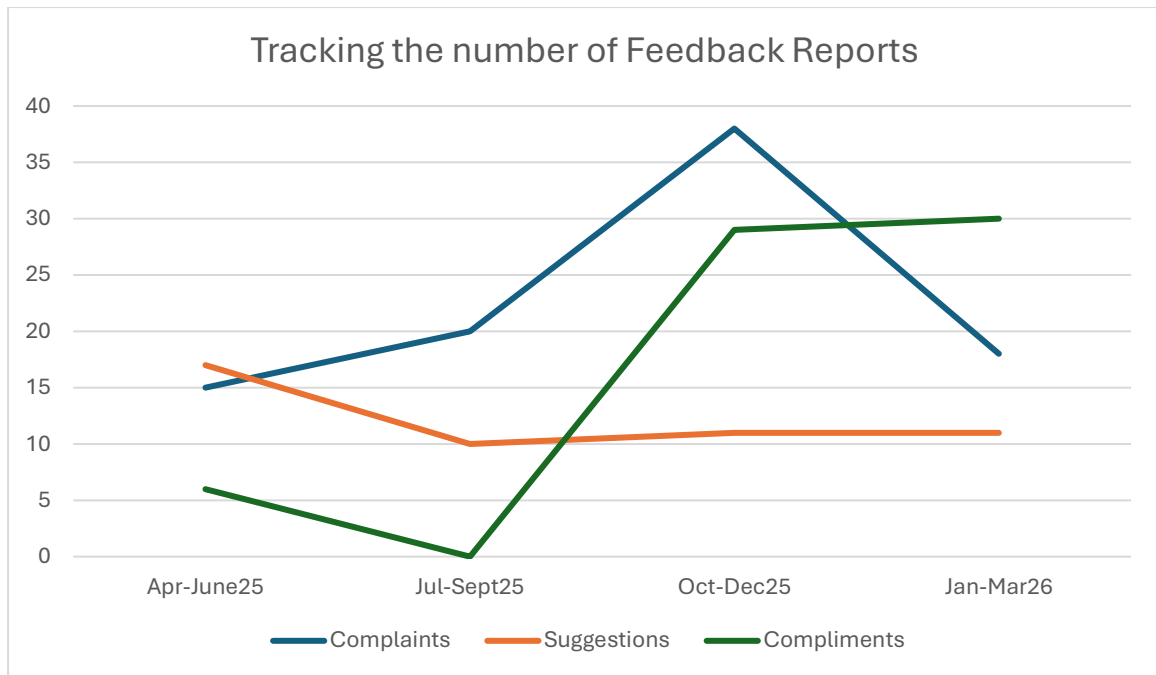
- Our collections (i.e. books and journals, both print and online)
- Noise in the Library
- The environment (e.g. temperature, cleaning, security)
- The service CLS staff provide
- IT Systems, Software and Digital Services

	Number of complaints
Apr-June 2025	15
Jul-Sept 2025	20
Oct-Dec 2025	38
Jan-Mar 2026	18

	Number of Suggestions
Apr-June 2025	17
Jul-Sept 2025	10
Oct-Dec 2025	11
Jan-Mar 2026	11

	Number of compliments
Apr-June 2025	6
Jul-Sept 2025	0
Oct-Dec 2025	29
Jan-Mar 2026	30

	Number of Noise issues
Apr-June 2025	0 *not recorded
Jul-Sept 2025	0 *not recorded
Oct-Dec 2025	332
Jan-Mar 2026	372



Persistent Issues

Several issues appear repeatedly across multiple quarters:

- Library noise.
- 24/7 study space concerns.
- Software request processes.
- Access to IT resources and software information.
- Environmental cleanliness and comfort.
- Communication consistency.

Emerging Strengths

Positive trends include:

- Increased praise for library staff.
- Increased praise for IT staff and KPI's.

Noise management has become the dominant issue across the reporting period, while IT services continue to generate the greatest diversity of feedback.

At the same time, increasing praise for staff and KPI's suggests service quality improvements are being recognised by customers.

Future improvement efforts should prioritise **noise reduction, environmental enhancements, resolution of long-standing IT developments, and continued investment in customer-focused support services.**