



User feedback

The Library aims to provide innovative, responsive and effective services to meet the needs of our users. We would appreciate your suggestions and comments on how you think we could serve you better. We will respond to your comments and suggestions within one week.

PLEASE LEAVE COMPLETED FORMS AT ANY SERVICE POINT IN THE LIBRARY OR MAIL TO:

Director	Phone: (02) 6262 1604
Reader Services	Fax: (02) 6273 5081
National Library of Australia	Online: www.nla.gov.au/contact
Canberra, ACT 2600	

FROM

Name

Street

City State Postcode

Home phone Business phone Fax

E-mail

DATE TIME

NATURE OF COMMENT (please circle) **Complaint** **Compliment** **Suggestion** **Other**

SERVICE OR PRODUCT COMMENTING ON

YOUR COMMENT

OFFICE USE

RECEIVED BY:

Name

Section/Branch Date

Complaint acknowledged within one week? (Yes/No)

Complaint resolved within one week? (Yes/No)

If longer, indicate no. of working days

Action taken to resolve complaint:

Date _____ Action officer's name _____

Date responded to user: Any follow-up action by complainant received? (Date)

Action taken to address further dissatisfaction:

Corrective action taken or improvements made as a result of user feedback:

Please forward formal user feedback form and responses, or notes of actions taken, to your Division's DSU or complaints handling officer to record in the User Feedback Database. This should be done within one week of resolution of the issue to ensure timely reporting.