



Defence Medical Library Service

Central Library

How to make a complaint

If you are in any way unhappy with the service you have received from us, we would like to hear from you, and we will do our best to resolve the issue as quickly as possible.

Please address your complaint to: **Michael Rowe - Military Medical Librarian**

By letter: **DMLS Central Library
Horton Block
Fort Blockhouse
Gosport
Hants
PO12 2AB**

By telephone: **023 9276 5344 or Mil: 9380 65344
9am-4.30pm Mon-Fri**

By email: michael.rowe@fbigs.mod.uk

We aim to resolve your complaint to your complete satisfaction by following the policy below:

COMPLAINTS POLICY

1. All complaints will be referred to the Military Medical Librarian.
2. All complaints will be treated seriously.
3. All complaints will be treated in confidence.
4. All complaints will be acknowledged by telephone, email, fax or in writing within 24 hours of receipt by the Military Medical Librarian or deputizing cover.
5. All complaints will be answered in full, in writing, within 15 working days of receipt by the Military Medical Librarian or deputizing cover.
6. Where remedial action is required this will be put in place as outlined in the full written answer, or built into the Library Policy Plan for the following year.

If you are dissatisfied with how your complaint is being handled, please call, or write to:
Claire Holder - Head of DMLS, Mackenzie Block, Fort Blockhouse, Gosport, Hants, PO12 2AB Tel: 023 9276 5400

