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Annex: 2



UNIVERSITY AND NATIONAL LIBRARY
UNIVERSITY *of* DEBRECEN

DEENK Complaint Handling Procedure



DEENK Complaint Handling Procedure

I. General provisions and definitions

1. The aim of the establishment of this procedure is to create a unified complaint handling method of the University and National Library, University of Debrecen (hereinafter referred to as DEENK).
2. Complaint handling shall be defined as the process in the DEENK from the written manifestation of the dissatisfaction of a user until the closure of the complaint case.
3. During the complaint handling procedure, the complaint handling is finished by a registered and official answer from an accountable manager of the DEENK.
4. A complaint shall be defined as each notice and objection-like notification regarding the operation, the activity, the services or the incidental default of the Library, which was submitted in the way listed herein.
5. If the complainant does not require official answer, does not provide his/her contact information or submits his/her complaint in another way than stipulated herein, this submission shall be treated by the DEENK as a remark.
6. DEENK is open to any idea, remark or suggestion highlighting the way how the level of our service is to be improved on. The processing of such remarks shall be performed independently of the complaint handling procedure, according to the remark handling requirements, the details of which can be found in the appropriate section of the procedure.
7. About the result of the complaint handling procedure, the Quality Management Coordinator of the DEENK shall be notified to include the experience obtained during the complaint handling into the quality development work and into the services of the DEENK.
8. DEENK shall handle each complaint according to the effective acts on data protection. The Library shall exhibit maximally polite and supporting conduct towards the complainants.

II. Way of the submission of the complaint

1. DEENK shall perform the handling of the complaints within the framework of a regulated process, therefore, it shall ensure a defined and targeted communication channel for the submission of the complaints. Any complaints submitted in any other channels shall be treated by the DEENK as remarks
2. The complaint handling procedure shall be initiated exclusively in writing as follows:
 - 2.1. Electronically, by completing the complaint submission form on the website of the DEENK (<https://lib.unideb.hu/en/node/81>).
 - 2.2. During opening hours, by completing the complaint submission form at the circulation desks at the DEENK service points.
 - 2.3. Via post by sending the completed complaint submission form to the Director's Office of the DEENK (H-4032 Debrecen, Egyetem tér 1.), or to the libraries of the DEENK.



III. The complaint submission form

1. The complaint handling procedure shall be initiated only by the appropriately completed printed or online complaint submission form (Annex 1 and 2 herein).
2. DEENK can only perform a complaint handling procedure upon the completion of the data of the form. If any identifier or contact data (name, e-mail/postal address) are missing, the DEENK is unable to perform the obligations included into the procedure, therefore, in the lack of those data, it shall proceed according to the requirements on the handling of remarks and shall not launch a complaint handling procedure.

IV. Deadlines of the handling of forms in the library

1. The complaints submitted by the printed complaint submission form and by the online form shall be registered during the complaint handling procedure, within maximum 10 working days.
2. According to the document handling requirements, the documentation of the complaints shall be stored by the DEENK in its archives for 5 years.

V. Validation of the forms

1. The printed complaint submission form shall be validated by the complainant with his/her signature.
2. The form submitted online shall be validated by the complainant by ticking the script “*I want to submit my feedback as a complaint. I have read and agree to the Terms of the Complaints Policy and Procedures of the DEENK*” in the bottom of the form.

VI. The evaluation and the review of the complaints

1. DEENK handles each submitted complaint with the highest possible attention and care, since the submission of each user’s complaint is important for DEENK.
2. The evaluation of the complaints shall always be done by the accountable manager of the given field.
3. The general time necessary for an answer regarding the submitted forms shall be 10 working days after the receipt of the form. If further people are to be involved into the evaluation of the complaint, this deadline may be increased and in this case, the DEENK shall notify the complainant thereabout.
4. The manager above shall notify the complainant in writing about the finding of the evaluation via his/her contacts given in the form.
5. The primary aim of DEENK is to find a satisfactory solution for the user. Therefore, if the complainant is not satisfied with the finding of the evaluation, by referring to the registry number in the answer received, the complainant shall have the possibility for an application for review procedure in e-mail, via post or by completing another complaint submission form. The complainant may facilitate the procedure, if he/she refers to this application in the subject field of the letter or the form (e.g. Application for review procedure – DEENK/207/2024).



6. If the complainant fails to submit an application for review procedure within 15 working days after the delivery of the answer, the DEENK shall consider the complaint handling procedure as closed.
7. The DEENK shall store the complaint submission forms in its archives for 5 years and shall ensure the inspection thereof for the request of the complainant.

VII. Requirements on the handling of remarks

1. DEENK is delighted to receive recommendations, remarks and opinions of the users to the panasz@lib.unideb.hu e-mail address or via the form "Feedback" on the website of the Library.
2. If the complaints are submitted in a way other than indicated in the item 2 of the section II herein (orally, via phone or in writing but not on the form) or any identifier or contact data (name, e-mail/postal address) are missing, these complaints shall be treated as remarks.
3. In case of the submission of a remark, the complainant does not require an official answer from the DEENK.
4. The remarks are in any cases recorded and collected by the employees of the DEENK, and they are forwarded to the appropriate person and to the Quality Assurance and Quality Management Coordinator who will review and think over them and incorporate into the services according to the strategic purposes of the DEENK.
5. The management and the employees of the DEENK are committed to the users, therefore, it is particularly important to continuously improve the level of the services by considering the remarks of the partners.



Annex 1.

Tell us what you think!

Share your experience about the Library and its services!

Suggestions and comments:

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Please check the appropriate box! (not required)

- UD Student
- UD Faculty Member/ Researcher
- UD PhD. Student
- non-UD student and staff

If you wish to receive an answer, please provide your contact details!

Name:.....
Library card number:.....
E-mail address:.....

I have read and agree to the Terms of the UD Data Protection Policy.

I want to submit my feedback as a complaint.

I have read and agree to the Terms of the Complaints Policy and Procedures of the DEENK.

Date:

Signature:.....





Annex 2.

UD DEBRECEN UNIVERSITY PRESS LOGIN

UNIVERSITY OF DEBRECEN UNIVERSITY AND NATIONAL LIBRARY

OPENING HOURS STACK REQUESTS ABOUT

Library search

magyar english

USING THE LIBRARY LIBRARIES AND COLLECTIONS RESEARCH AND PUBLICATION LEARNING AND TEACHING

HOME Feedback

Feedback

Please enter your suggestion, opinion or question about the library in the box below.

Please select your affiliation with the University of Debrecen.

- Student/ PhD Student
- Faculty/Researcher
- Staff
- no affiliation

If you wish to receive a response, please provide your contact details.

Name

Reader's barcode

E-mail address

I want to submit my feedback as a complaint. I have read and agree to the [Terms of the Complaints Policy and Procedures of the DEENK](#).



What code is in the image? *

Enter the characters shown in the image.

Your personal information will be treated in accordance with the [DEENK's Data Management Policy](#). *