The University of Debrecen University and National Library (DEENK) is committed to providing excellent service. To do so, it is continuously awaiting the feedbacks of the users, whether positive or negative, which belong to the improvement of the standards of the services provided by the Library.

You may submit your complaint personally, via phone or via email (info@lib.unideb.hu) to the colleagues in the library. If this is not satisfactory for you and you need official answer or the investigation of the complaint, you may submit your complaint via the form below. The Library will do its best to sufficiently solve the complaint or the remark.

Subject
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Complaint or remark
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Suggestion
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Should you require an official answer, please give us your contact details. Without these data, your complaint shall be considered as a remark.

Name:...........................................................................................................................................................

Library Card number:........................................................................................................................................

E-mail address:.............................................................................................................................................

☐ I am aware of and I accept the ones included in the Complaints Policy and the remark handling regulations of the DEENK.