



Customer complaints

In the year April 2010-March 2011, the number of visits to Renfrewshire Libraries was more than 690,000 and the number of visits to our website was more than 90,000. We received just eleven official complaints.

Details of complaints	Response
Cancellation of computer classes at Glenburn.	Customer received an apology and details of alternative learning opportunities.
Fax not sent properly from library fax machine.	Customer was charged a reduced rate.
Unable to access Google maps on library computers.	It was explained that the maps are available but take some time to load, and that the proposed upgrade to the network should improve the speed.
Lack of a dropped kerb between disabled parking bay in Bishopton Library car park and the library entrance.	Renfrewshire Council's Planning and Transport Department will visit the car park to assess the situation, and may include it in next programme of dropped kerbs.
Lack of computer availability in Renfrew Library.	Customer was offered advice on booking computers in advance and an explanation about two computers which were in need of repair.
Objection to the closure of Renfrew Library.	Customer reassured that Renfrew library is not closing, but that the opening hours are being altered.
Did not receive a complaints form in the post after asking for one.	Customer assured that the form was posted. An additional form was sent.
Objection to being asked to bring library card on each visit.	Customer offered explanation as to the reasons why customers are asked to bring their library card on each visit.
Three complaints of staff being rude.	Customers offered assurance of the importance we place on customer care, and reminders issued to staff.