

Who to Contact & Complaints Procedure - 2026.

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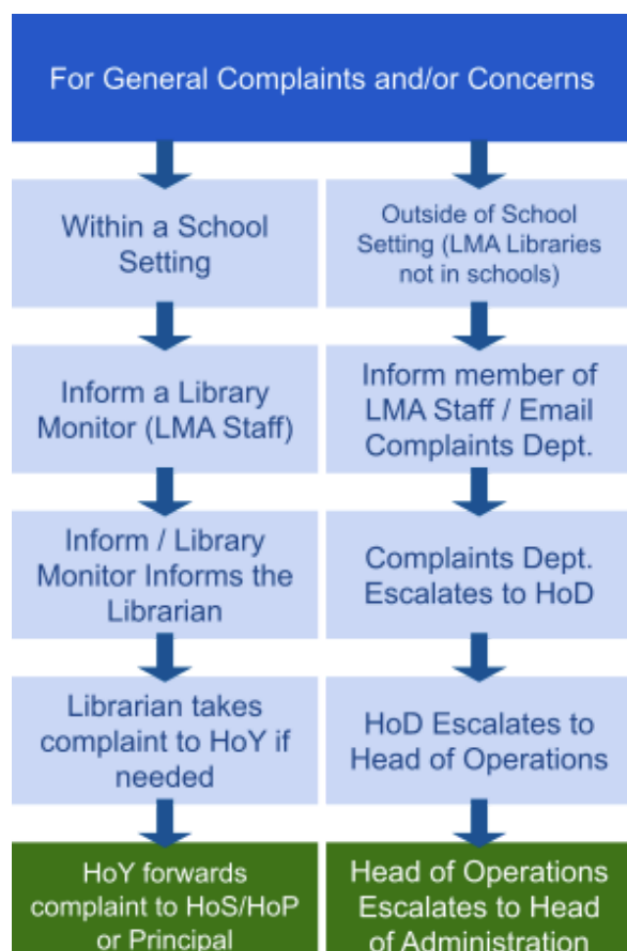
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1.0	Adric Hamel	Added section regarding complaint forwarding and contact list	AH	10.09.2026
1.1	Adric Hamel	Fixed spelling issue in section 1 and formatting issue in section 2	AH	11.09.2026
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1.3	Adric Hamel	Removed formatting issues, removed safeguarding procedures.	AH	12.09.2026

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1) *Who to Contact:*

Clear and concise information and guidelines regarding the way your complaint is processed through staff are our main priority when handling complaints. The flowchart/diagram of who should be contacted is below, please refer to *Figure 1.0*:

Figure 1.0:



For a list of the relevant contacts concerning this diagram, refer to **Table 1.0**

Table 1.0:

Name:	Position:	Email:
Adric Hamel	Head of Administration	hoa@lmalibraries.org
Safwana Sihabudeen	Head of Operations	sihabudeens@lmalibraries.org
Administrative Dept.		administration@lmalibraries.org
Safeguarding Dept.		safeguarding@lmalibraries.org
General Complaints Dept.		complaints@lmalibraries.org
Guest Services Dept.		guest-services@lmalibraries.org

2) Complaints Procedure - Resolving a Complaint.

We take complaints and concerns very seriously. Your complaint will be subject to the highest level of care and resolution when alerted to our team. You may be asked to have a quick online meeting with our Administrative Department for us to fully understand all the key aspects of your complaint, what your main concerns are, and how you'd like us to improve. Alongside your complaint's resolution, we will provide you with a concise record of all the amendments and alterations we have conducted to ensure your situation does not re-occur. We will provide you with records such as:

- A copy (if applicable) of any new/edited policies and regulations.
- A record (if applicable) of staff re-training, and what topics covered.
- Records of the sanctions imposed on the staff/volunteers who caused the infractions.
- Further supporting documentation, policies, records, or data regarding the resolution of your case.

Should you wish to take your complaint further, we urge you to contact the Chairman of our Board of Directors through email via: hamela1@lmalibraries.org - Please CC sihabudeens@lmalibraries.org and administration@lmalibraries.org

Types of Complaint Resolutions:

There are 2 main types of complaint resolutions:

1. **General Complaint (also referred to as an Informal Complaint)**

You may lodge your complaint by talking to a member of our staff, or emailing our complaints department. This is usually the most common way of resolving a complaint. However, you may proceed to type 2 if you are not satisfied with the way your complaint was resolved.

2. **Extended Complaint (also referred to as a Formal Complaint)**

Should you be unsatisfied with the way your complaint was handled via type 1, or if you would like that this complaint is treated as an Extended Complaint (if you feel it is of higher level) we ask that you please contact our Head of Administration (HoA). The HoA will work closely with you to resolve your complaint within our mandated period of 2 weeks (unless further complications apply - you will be informed of such). The HoA will ensure that the correct course of action is taken and that the proper internal, and if needed, external actions, are implemented to resolve your complaint.

What to expect from the Head of Administration after lodging a complaint?

The HoA (or in their absence, the Head of Operations / Head of Enrolment / Administrative Officer / Complaints Management Officer) will endeavour to respond to your initial contact within 2 days of your complaint being lodged.

If the complaint is of a serious nature, the HoA may need to communicate or meet with other leadership staff & colleagues to consider it further and ensure that the resolutions are practicable and correctly solve the root cause of the complaint.

The HoA will host an online meeting with you to ensure all forms of evidence and facts are properly gathered and collected. The HoA will then proceed to plan the most beneficial internal actions required to prevent your case from occurring again, you will be contacted via email with a documented copy of the amendments and measures taken to ensure your case is properly solved.

In rare cases, we may ask to meet with you again to ask for further information, and request for you to identify any involved staff members, library guests/patrons, people, or community members that were involved in your complaint.

3) Confidentiality

Through the duration in which your complaint is being handled, your complaint will be treated as confidential. Information and knowledge of your complaint will be limited to the Head of Administration, Complaints Management Officer, Administrative Officer, Head of Operations, and the Head of Enrolment. Complaints may need to be forwarded to our Board of Directors, in that case, the complaint will be contained within the board and will not be shared outside of it.

Anonymous concerns will not be accepted, reviewed or pursued, however we will keep them on record for up to 5 years in case of any further concerns that may relate to the anonymously filed complaint.

4) Appeals & Complaint-Handling Irregularities

We do hope that your case is to be handled properly and fairly, however, should you wish to appeal to our board about a complaint-handling irregularity (meaning your complaint was not handled properly by our staff) we urge you to please get in contact with the Chairman of our Board of Directors.

The Chairman will invite you to a physical appeal hearing with 2 other administrative staff members who will thoroughly look into your case, and find key points in which the way we handled, or the method in which we managed your complaint, had failed or proved to be inconsistent and/or out-of-place with our internal regulations and policies. The Chairman will then take immediate action internally and in some cases, externally, to ensure the identified points are isolated, handled, and resolved within the mandated 2 week period. The Chairman will then get back to you to follow up on the status of your case, and provide you with a comprehensive overview on what has been rectified.

5) Legal Intervention

The Library Monitor Association (LMA) is a fully student-founded and student-led organisation. Our internal complaint and appeal procedures are designed to resolve disputes through constructive, student-managed mediation.

As our procedures are internal, engaging external legal counsel is outside of our stipulation.

Bringing a lawyer to an appeal or hearing of your complaint will not be appropriate.

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