



Customer Feedback Form

Libraries NI welcomes feedback, including complaints, from our customers. Feedback allows us to identify and repeat what is good, attempt to correct any problems with our service and helps us to improve what we do and how we do it.

Branch Library Name: _____

My feedback is a Comment Compliment Complaint

Signed: _____ Date: _____

I agree that Libraries NI may reproduce / quote these comments in support of library services. YES NO

In order that we can respond please provide us with the following information:

Name:

Address:

Post Code:

Email address:

Telephone No.:

This form may be left with any member of staff at any Libraries NI location or posted to:

Customer Feedback, Libraries NI, Ballymena RAC, Demesne Ave., Ballymena, BT43 7BG

Customer feedback may also be emailed to CustomerFeedback@librariesni.org.uk

To view Libraries NI's Privacy Statement please visit www.librariesni.org.uk or ask staff for a copy.