

COMPLAINTS PROCEDURE

If you are unhappy about the standard of service that you have received from the UK Public Lending Right office then we want you to tell us about it so that we can put things right.

Complaints must be made in writing to Kate Ebdon, Head of PLR Operations at the British Library, Boston Spa, Wetherby, West Yorkshire LS23 7BQ (email: kate.ebdon@bl.uk) or using our online feedback form: <https://www.bl.uk/plr/contact-us/plr-feedback-form>

We aim to reply fully to all complaints within 10 working days of receiving them. If it takes longer to resolve, we will explain to you why there is a delay and when you can expect to receive a full response.

If you remain dissatisfied you may write direct to Andy Appleyard, Head of Operations North at the British Library, Boston Spa, Wetherby, West Yorkshire LS23 7BQ to whom the Head of PLR Operations is ultimately responsible for the administration of PLR. Whilst we hope that all complaints can be dealt with satisfactorily in this way, you may, if you remain dissatisfied, ask the Parliamentary Ombudsman, via your MP, to investigate your complaint.

Complaints relating to the administration of Irish PLR and views on its provisions should be addressed to the Irish Public Lending Remuneration Office, An Chomhairle Leabharlanna, 53-54 Upper Mount Street, Dublin 2 (email: info@plr.ie).

May 2021