

## PUBLIC LENDING RIGHT CODE OF SERVICE

At Public Lending Right we aim to provide our customers with an efficient and courteous service. Our aim is to provide a positive user experience to everyone who is registered with us and we constantly strive to maintain and improve the quality of service we offer.

Read more about our strategic priorities on our website:

<https://www.plr.uk.com/allaboutplr/modernisation/strategicFramework.pdf>

### Our commitment to you

- We will provide up-to-date information about our services by personal communication (telephone, letter, email) or by newsletter, website updates or guidance leaflets. All written information will be comprehensive, accurate, clear and easy to read.
- All forms of registration material will be clear, relevant and easy to complete.
- Our staff are trained to be able to answer the majority of queries immediately if you telephone the office. More complex queries will be directed to the appropriate member of staff.
- We will treat everyone with respect and with a polite and friendly manner.
- We will hold your personal information in confidence and in accordance with the principles of the Data Protection Act.
- Suggestions and comments for improvements to our services provided by our customers will be fully considered and responded to by our Author Services Team.
- We will take all reasonable steps to make our services available to everyone, including people with special needs.

### Our targets

- Requests received via the online service for changes to personal details will be processed within 3 working days.
- Requests received via post for changes to personal details will be processed within 7 working days.
- Online applications to register titles will be processed within 7 working days.
- Postal application forms will be processed within 10 working days.

**We endeavour to meet these targets however, turnaround times will be extended during July-September (year-end) and January-February (payments). Notices will be displayed on the PLR website and on the online notice board.**

- Annual Statements will be made available via the online registration service, or posted to those without an online account at least 2 weeks before the payment date.
- Payments will appear in your account within the period we have committed to on the statement.

### If you wish to complain

If you are not happy with the service you receive, we want to hear from you so that we can put things right. In the first instance, please contact the office as we may be able to resolve your query quickly and easily over the telephone. If you wish to make a formal complaint, our complaints procedure can be found on our website:

<https://www.plr.uk.com/allaboutplr/contactPlr/complaintsProcedure.pdf>