

Libraries ACT: Feedback Policy

January 2025

Introduction

Libraries ACT (LACT) strives for excellence by providing the highest standard of service to our community. We value the feedback we receive about our services, and we will use it to improve our service and performance.

LACT handles feedback fairly, efficiently and effectively, and aims to:

- > Ensure that it is easy to give feedback
- > Use feedback received for continuous improvement

Libraries ACT has the right to decide how it will manage feedback, including responses and actions, and the time and resources it can and will allocate to feedback. Any unreasonable or vexatious feedback and/or behaviour will be managed according to occupational violence and work health and safety policies.

Scope

This policy explains how we handle all feedback, positive or negative, we receive about our services and staff. The policy does not cover feedback sought or given as part of surveys, or activities or processes related to specific projects, or feedback by, for, or about other parts of ACT Government.

It also aims to compliment the Transport Canberra and City Services (TCCS) Complaints Management Policy, in the context of the bespoke requirements of LACT.

Guiding principles

We are guided by the TCCS organisational values of excellence, safety, respect, integrity, collaboration, and innovation.

All feedback received will be considered in the context of Libraries ACT [policies](#) and the [IFLA-UNESCO Public Library Manifesto](#).

Ways to give feedback

You can give feedback:

- In person at your local library
- Emailing as at Library.customerinfo@act.gov.au
- Writing to us at PO Box 158, Canberra City, ACT 2601
- Calling us on 02 6205 9000
- Using our [online form](#)



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How we will respond

If you ask for a reply to your feedback, we aim to respond within 10 business days from the date it is submitted. If this is not possible, we will contact you to let you know. We can only reply if you provide accurate contact information when you give the feedback.

Anonymous complaints

You can choose to remain anonymous when providing feedback to us. But, if you give us your contact details, it allows us to contact you for more information if needed.

Right of review

You may request an internal review if you are dissatisfied with our decision or explanation. Requests for internal reviews will generally be considered by the Executive Branch Manager, LACT.

Unreasonable feedback and behaviour

Most feedback we receive are made in good faith and we welcome feedback in order to improve our services. We will consider feedback that is respectful, considerate and practical. Most feedback is given in good faith and welcomed. However, in some cases, the conduct can go beyond what is reasonable or acceptable. Any unreasonable or vexatious feedback and/or behaviour will be managed according to occupational violence and work health and safety policies.

This can include feedback or behaviour which is:

- > Repetitive
- > Demanding
- > Disrespectful
- > Discriminatory
- > Not realistic, practicable or achievable
- > False, defamatory, or inaccurate
- > Uncooperative
- > Argumentative
- > Obscene

Privacy

Any feedback you give us will be managed according to the [Libraries ACT Privacy Statement](#). It includes an explanation of what, when, how, and why we collect, store and use personal information. A copy of the privacy statement can be accessed in our libraries or online.

Review of policy

This policy will be reviewed by January 2027.



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